Portal user manual

V0.1

Introduction: 4
Navigation Conventions: 5
Login: 7
Portals: 8
The Portal Hub 8
Settings: 10
Admin: 11
Support: 15
Portals: 16
Reports 16
Overview Report 16
Status 19
Email Report 21
Sampling 22
Performance Reports 24
Reports: 25
Average Speed 25
Speed Comparison 26
Testing Summary 27
Uptime Analysis 29
Errors 31
Monitor Homepage. 35
Speed Analysis 37
Object Speed Analysis 41
Test Results 42
Page Analysis 45
Speed Comparison 46
International monitoring: 47
Average Speed 48
Testing Summary 48
Speed Comparison 49
Test results 49
Settings: 50
General Settings 50
Alerts: 50

Profile Overview 50
Manage Alerts 50
Escalation 51
Contact List 51
Alerts Sent 52
Profiles 52
Email Report 54
Account Preferences 54
Monitor Display Order 55
Monitor Settings: 56
Page 56
User Journey 58
Tools: 59
Page Analyser 59
DNS Lookup 60
Traceroute 60
Ping 61
Support: 62
Codes 62
Severity 62
Result Codes 62
Status Codes 62
Service Information 62
IP Ranges 62

Introduction:

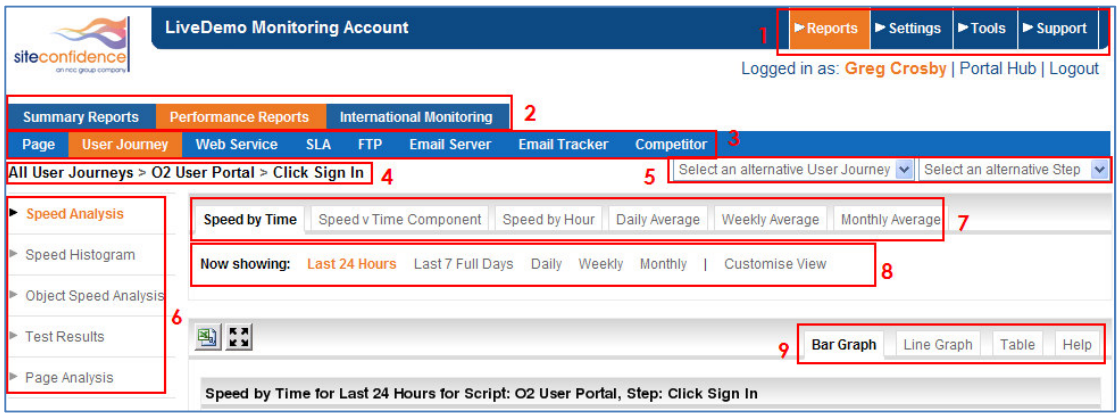
In this manual you will find instructions on how to navigate the SiteConfidence web portal and configure your monitoring accounts.

This document does not:

- Explain the details of how the test agents work
- Explain why you might want to look at any section or what you might do with the data
- Provide examples of monitoring configurations
- Describe how to design a monitoring strategy
- Advise on how to setup the correct monitor thresholds
- Describe the best alerting policies

We advise that you take full advantage of your Account management team at SiteConfidence to help with any advice in designing an appropriate monitoring strategy

Navigation Conventions:



Navigation is either via the Tabs which are White lettering on blue background or using the grey headers. Mouseovers show which links can be selected and remain orange when selected

Dark Grey bold lettering shows breadcrumb trails and current report views

Above is an example page header with the levels of navigation explained below

1) **Portal Hub / Account level** — These tabs are context sensitive. At **Portal hub** level they link to sections relating the Company and/or the current logged in user. Once inside a **monitoring account** the tabs lead to sections controlling only that particular **monitoring account**

2) **Main Section** — These tabs control the top level section

3) **Subsection** — Choose specific sub section of options

4) **Breadcrumb** — Shows the hierarchy of the particular monitor – clicking on any part of the breadcrumb will take you up to that level of the monitor. For example within a **User Journey** the breadcrumb will show the **All User Journey** level followed by the label for the **User Journey** and finally the Label for the **Step/Page**

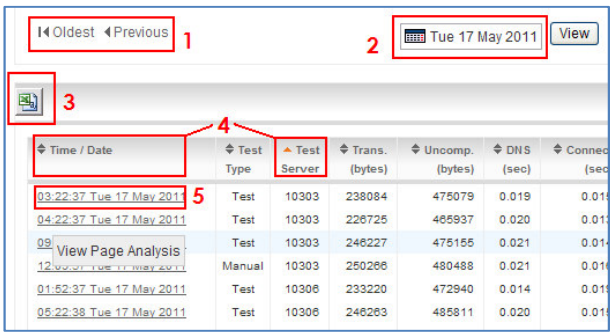
5) **Quicklinks** — The dropdowns allow you to jump to another monitor/step while staying within the same type of report

6) **Left Hand Nav** — This menu is context sensitive and relates to the current level of the monitor. For example at the **All Pages** level the **Testing Summary** Report will include the stats for all the Page test monitors whereas when at **Step/Page** level the **Testing Summary** report will only show stats from that step/page

7) **Report header** — The main type of report within the section

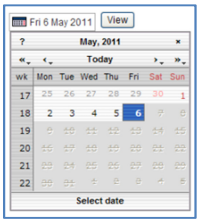
8) **Report Option** — Usually chooses a date range for the current report including the **Customise View** selection which enables more options of date ranges and result data filters

9) **Report View tab** — Enables different views of the data within the current report



1) **Grey arrows** " " show options for movement through time periods or navigation option

2) **Date windows** allow more precise date selections. Clicking inside a date window will open a calendar



3) **Buttons** can provide CSV downloads ( ) of the data; pop-up windows with more detail ( ) in the current report and to enable exporting data in an email ( )
4) **Table headers** ( ) can be clicked to sort data by columns. Grey arrow icons change to show direction of sorted data (or). Sorting by a secondary column can be selected by holding down the shift key as you click on the column header
5) **Underlines** show where there is a click through to see more detail of that entry

Login:

Login - Microsoft Internet Explorer provided by NCC Group
siteconfidence
an ncc group company
Home
Services
Information
Media
About us
Contact us
Welcome to Site Confidence's Customer Login
If you are not a customer, please visit our home page.
If you are a customer, please login using the form below.
Login Details
Email
greg.crosby@siteconfidence.co.uk
Password
Login
Mode: Standard | Secure
Forgotten your password?
home | services | information | media | about us | contact us | sitemap | terms & conditions
© Copyright 2011 Site Confidence Ltd. | All Rights Reserved

The login page can be reached via the SiteConfidence homepage by selecting the **Customer Login** button in the top right corner

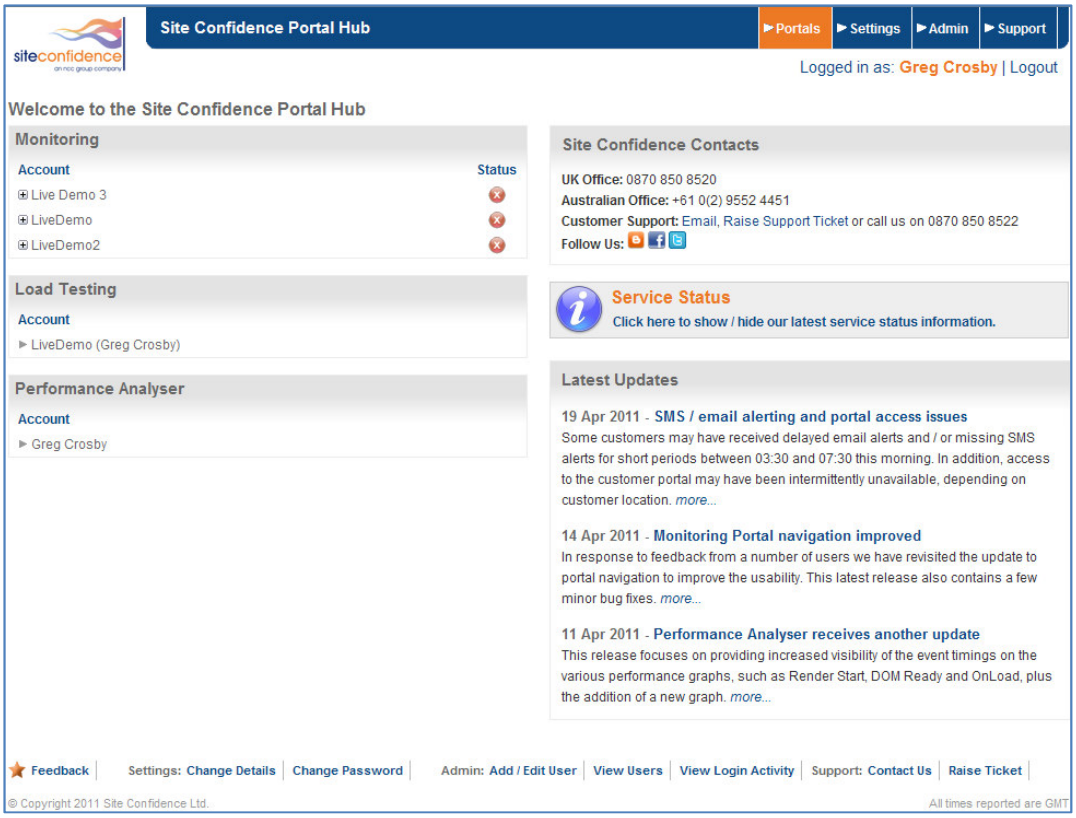
Your SiteConfidence account manager can help you if you need a login

You should select **Secure** if you want to make an SSL secured (HTTPS) connection to the portal – the default is non SSL or **Standard**

The **Forgotten your password** link will generate an email to the address you have configured as your user name or give you the option to contact Customer Support

Portals:

The Portal Hub


Site Confidence Portal Hub
Portals
Settings
Admin
Support
Logged in as: Greg Crosby | Logout
Welcome to the Site Confidence Portal Hub
Monitoring
Account
Status
Live Demo 3
LiveDemo
LiveDemo2
Load Testing
Account
LiveDemo (Greg Crosby)
Performance Analyser
Account
Greg Crosby
Site Confidence Contacts
UK Office: 0870 850 8520
Australian Office: +61 0(2) 9552 4451
Customer Support: Email, Raise Support Ticket or call us on 0870 850 8522
Follow Us:
Service Status
Click here to show / hide our latest service status information.
Latest Updates
19 Apr 2011 - SMS / email alerting and portal access issues
Some customers may have received delayed email alerts and / or missing SMS alerts for short periods between 03:30 and 07:30 this morning. In addition, access to the customer portal may have been intermittently unavailable, depending on customer location. more...
14 Apr 2011 - Monitoring Portal navigation improved
In response to feedback from a number of users we have revisited the update to portal navigation to improve the usability. This latest release also contains a few minor bug fixes. more...
11 Apr 2011 - Performance Analyser receives another update
This release focuses on providing increased visibility of the event timings on the various performance graphs, such as Render Start, DOM Ready and OnLoad, plus the addition of a new graph. more...
Feedback
Settings: Change Details
Change Password
Admin: Add / Edit User
View Users
View Login Activity
Support: Contact Us
Raise Ticket
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All times reported are GMT

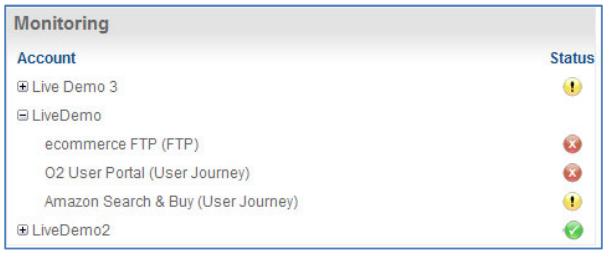
In the top right corner you will find the high level navigation tabs which defaults to **Portals** selected (the default landing level/portal/account/page can be configured in your passport settings)

Just below the high level tabs you can select the **Logout** link to leave the current user session

On the left hand side of the page is the list of monitoring accounts and links to access any other service portals you are contracted for (This manual only deals with the monitoring portal)

Clicking on the monitoring Account directly will take you to the Overview page of that monitoring account

If the monitoring account has any monitors that are in error then the worse severity will be displayed. If all monitors in the account are ok then "✓" will be displayed next to the account label



When there are monitors in error status; clicking on the "±" symbol will expand to show the monitors that are in error.

Clicking on one of these monitor labels will take you straight to the monitor's homepage

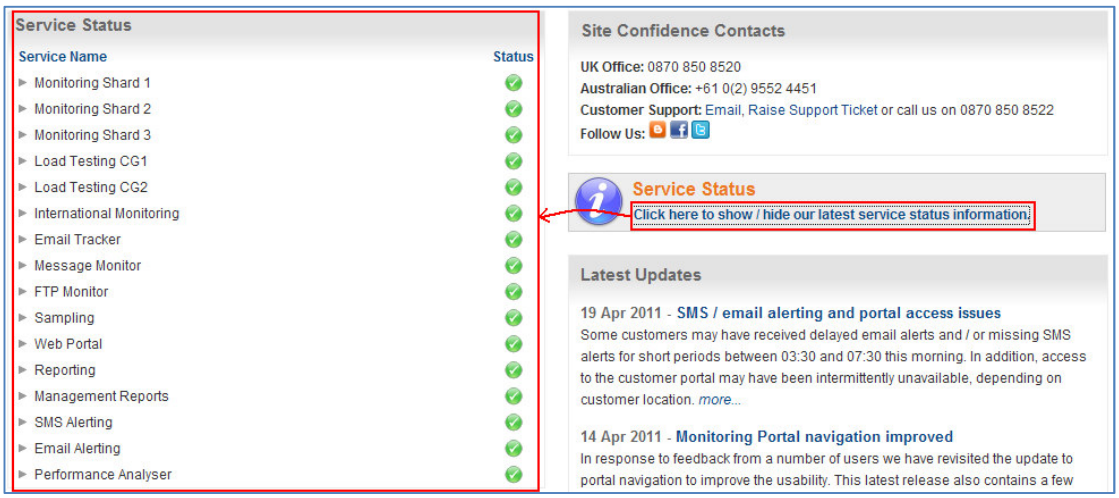
On the right hand side of the page are the main contacts and current service information

You will see your account management team details and SiteConfidence phone numbers

Site Confidence Contacts
Account Manager: Julian Davies
Technical Account Manager: Greg Crosby
UK Office: 0870 850 8520
Australian Office: +61 0(2) 9552 4451
Customer Support: Email, Raise Support Ticket or call us on 0870 850 8522
Follow Us:

The **Email** link will open your default email program with the "To" field already populated by the Customer Support email address.

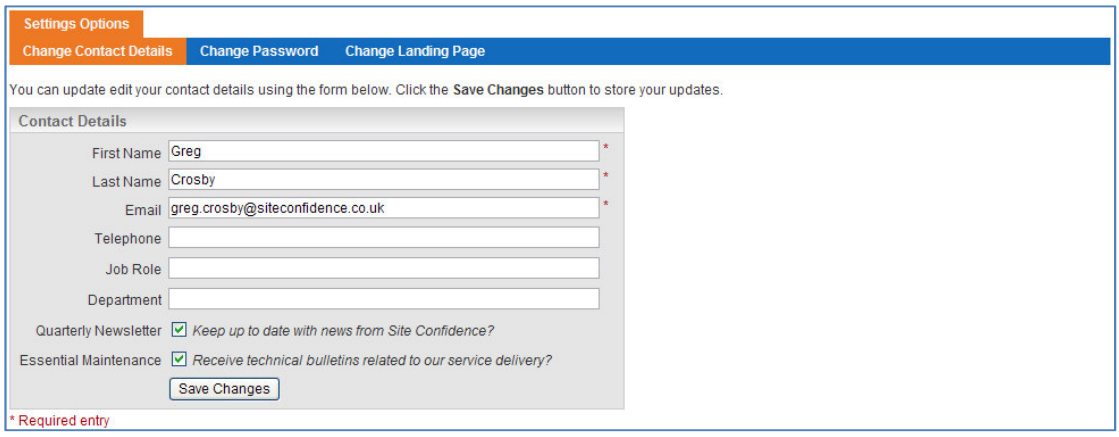
Selecting the **Raise Support Ticket link** will take you into the Support section and allow you to open a support ticket directly (see **Support** section for full explanation of how to raise a ticket)


Service Status
Service Name
Status
Monitoring Shard 1
Monitoring Shard 2
Monitoring Shard 3
Load Testing CG1
Load Testing CG2
International Monitoring
Email Tracker
Message Monitor
FTP Monitor
Sampling
Web Portal
Reporting
Management Reports
SMS Alerting
Email Alerting
Performance Analyser
Site Confidence Contacts
UK Office: 0870 850 8520
Australian Office: +61 0(2) 9552 4451
Customer Support: Email, Raise Support Ticket or call us on 0870 850 8522
Follow Us:
Service Status
Click here to show / hide our latest service status information.
Latest Updates
19 Apr 2011 - SMS / email alerting and portal access issues
Some customers may have received delayed email alerts and / or missing SMS alerts for short periods between 03:30 and 07:30 this morning. In addition, access to the customer portal may have been intermittently unavailable, depending on customer location. more...
14 Apr 2011 - Monitoring Portal navigation improved
In response to feedback from a number of users we have revisited the update to portal navigation to improve the usability. This latest release also contains a few

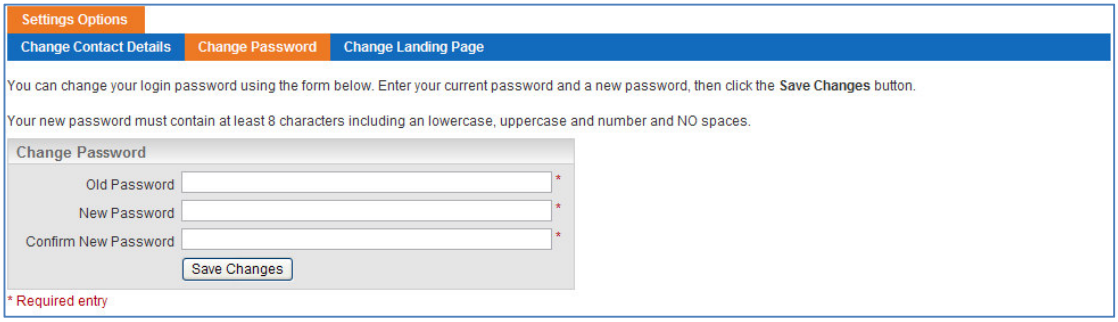
Clicking on the Service Status link toggles the left hand panel of the portal hub page with the current **Service Status** details

Underneath the Service Status link is listed any recent service announcements. Clicking any of the **Latest Update** headers will open the full announcement text in a new window

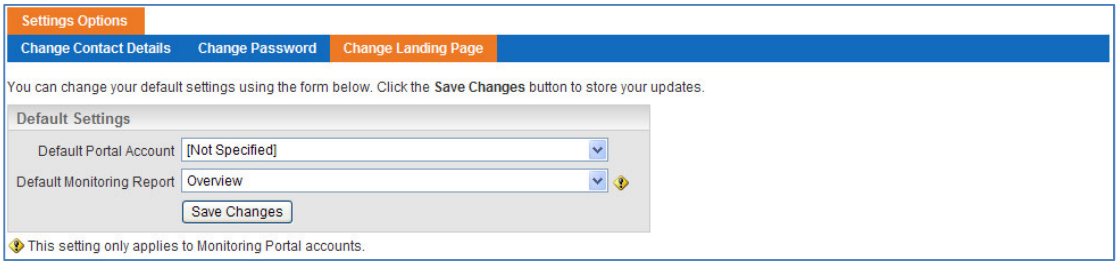
Settings:



The settings tab at the Portal Hub level controls the passport details for the current user


Settings Options
Change Contact Details
Change Password
Change Landing Page
You can change your login password using the form below. Enter your current password and a new password, then click the Save Changes button.
Your new password must contain at least 8 characters including an lowercase, uppercase and number and NO spaces.
Change Password
Old Password
New Password
Confirm New Password
Save Changes
* Required entry

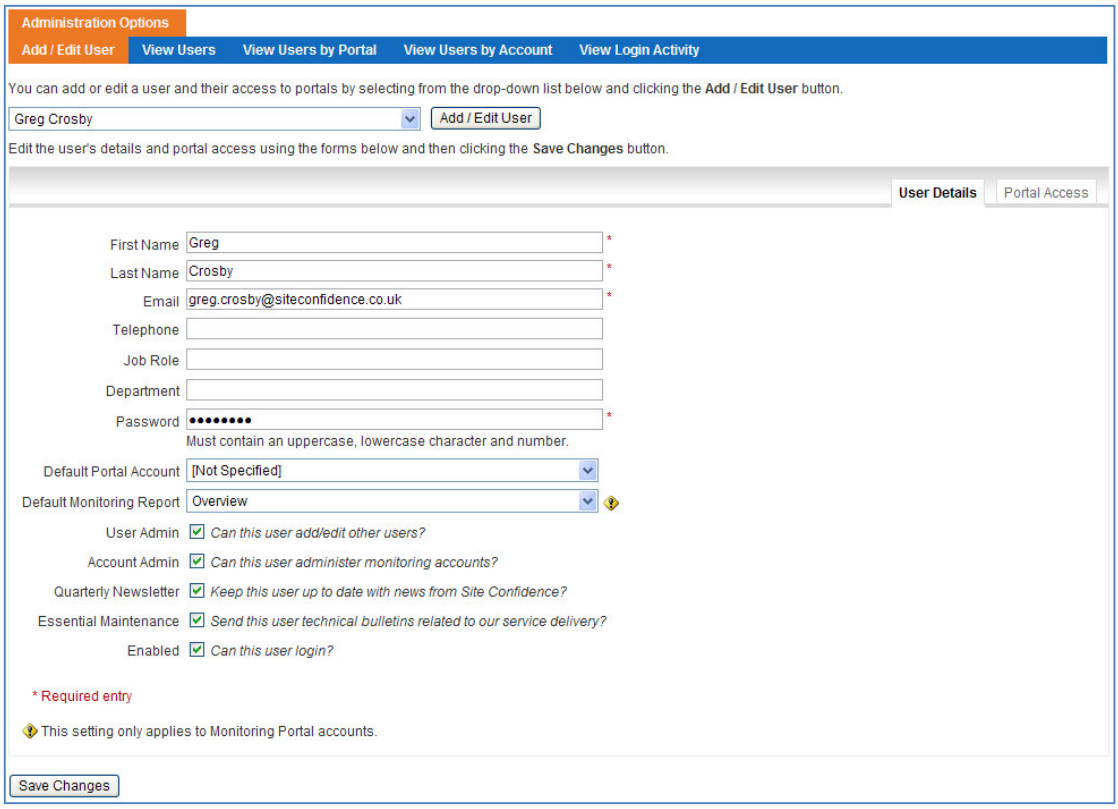
You can choose a **Portal/Monitoring account** and a page within that portal that will open by


Settings Options
Change Contact Details
Change Password
Change Landing Page
You can change your default settings using the form below. Click the Save Changes button to store your updates.
Default Settings
Default Portal Account
[Not Specified]
Default Monitoring Report
Overview
Save Changes
This setting only applies to Monitoring Portal accounts.

default when logging in with the current user account

Admin:

To edit the settings for an existing user select from the dropdown list and click the **Add/Edit User** button


Administration Options
Add / Edit User
View Users
View Users by Portal
View Users by Account
View Login Activity
You can add or edit a user and their access to portals by selecting from the drop-down list below and clicking the Add / Edit User button.
Greg Crosby
Add / Edit User
Edit the user's details and portal access using the forms below and then clicking the Save Changes button.
User Details
Portal Access
First Name Greg
Last Name Crosby
Email greg.crosby@siteconfidence.co.uk
Telephone
Job Role
Department
Password
Must contain an uppercase, lowercase character and number.
Default Portal Account [Not Specified]
Default Monitoring Report Overview
User Admin Can this user add/edit other users?
Account Admin Can this user administer monitoring accounts?
Quarterly Newsletter Keep this user up to date with news from Site Confidence?
Essential Maintenance Send this user technical bulletins related to our service delivery?
Enabled Can this user login?
* Required entry
This setting only applies to Monitoring Portal accounts.
Save Changes

Required fields are marked with the red asterisk *

NOTE: The Email address field is used as the login user name.

Default Portal Account - Select the portal or monitoring account that will open by default after logging in with this user account

Default monitoring Report - Select the default opening report page if the above selected setting is a monitoring account. Will only apply to this user.

User Admin - Allow this user to have access to the Admin section and, therefore, to be able to add and edit all/any user details

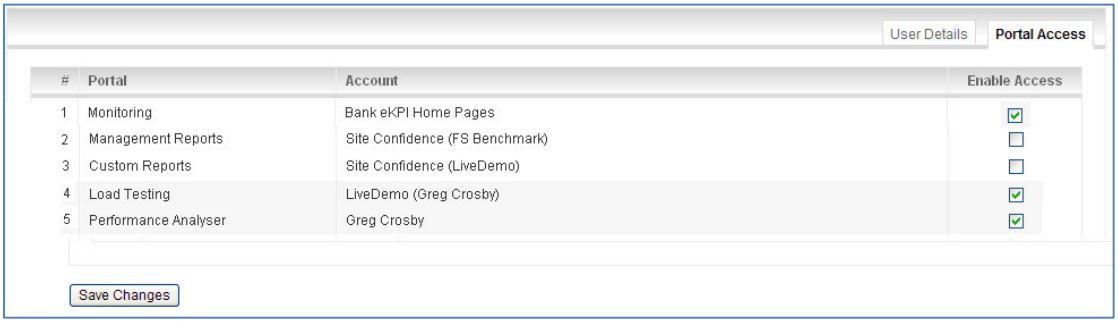
Account Admin - Allow this user access to configuration settings which include enabling/disabling alerting and changing monitor settings

Quarterly Newsletter - Enable receipt of SiteConfidence News emails

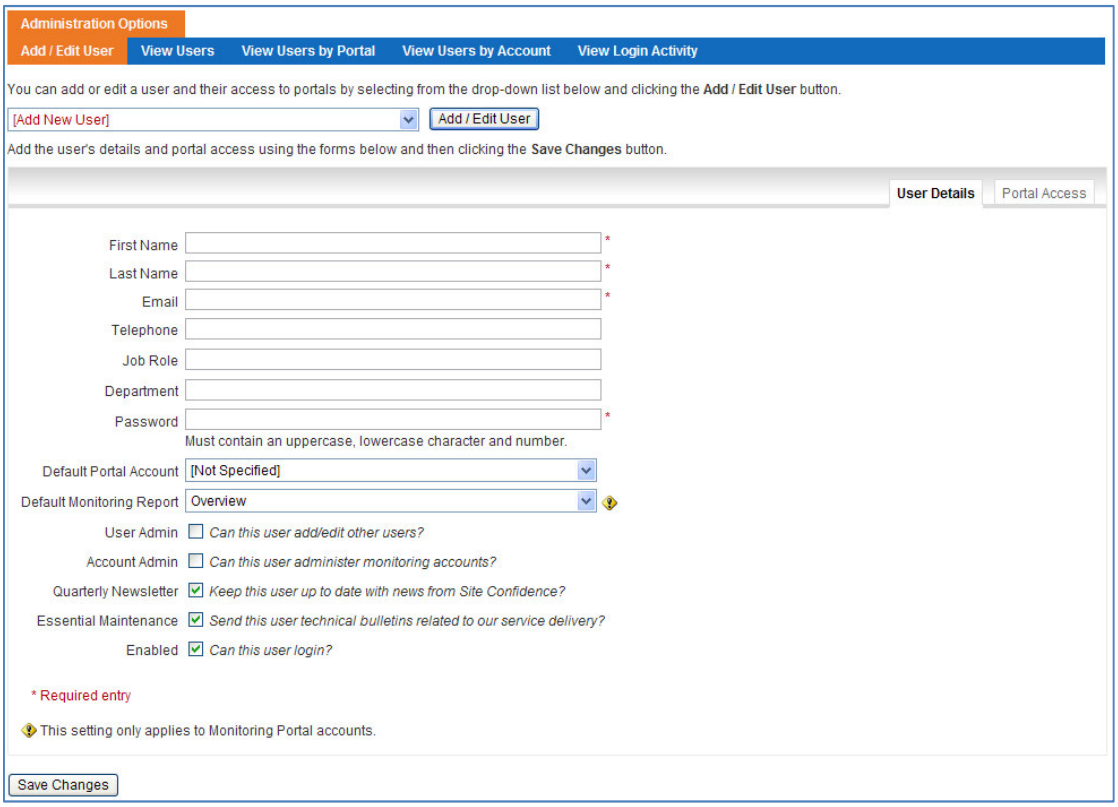
Essential Maintenance - Enable receipt of technical bulletins and maintenance notice emails

Enabled - Enable or disable this user passport account

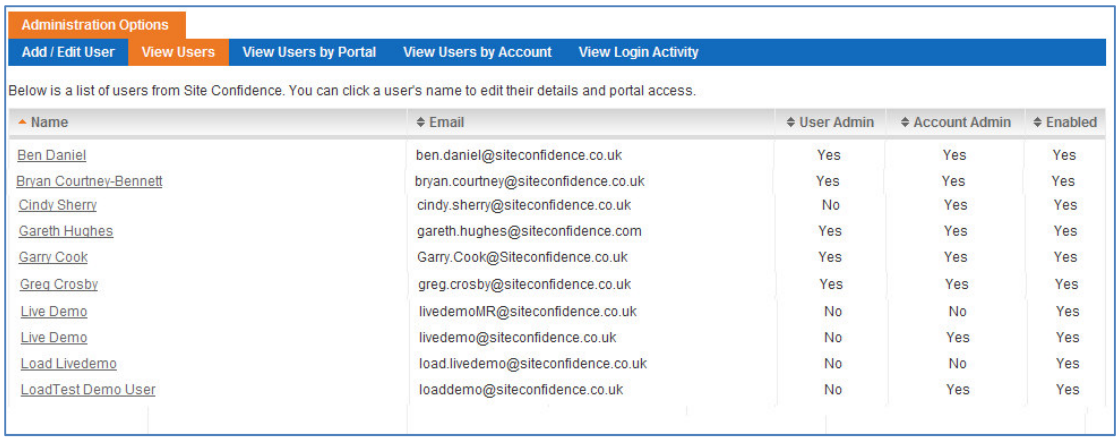
The **Portal Access** tab controls the portals and monitoring accounts that this user has visible in their portal hub page


User Details
Portal Access
Portal Account Enable Access
1 Monitoring Bank eKPI Home Pages
2 Management Reports Site Confidence (FS Benchmark)
3 Custom Reports Site Confidence (LiveDemo)
4 Load Testing LiveDemo (Greg Crosby)
5 Performance Analyser Greg Crosby
Save Changes

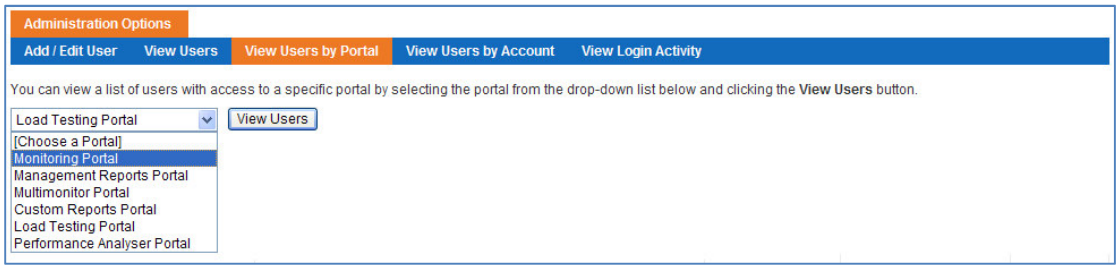
By clicking the Add/Edit user button with no user selected in the dropdown allows the addition of a new user


Administration Options
Add / Edit User
View Users
View Users by Portal
View Users by Account
View Login Activity
You can add or edit a user and their access to portals by selecting from the drop-down list below and clicking the Add / Edit User button.
[Add New User]
Add / Edit User
Add the user's details and portal access using the forms below and then clicking the Save Changes button.
User Details
Portal Access
First Name
Last Name
Email
Telephone
Job Role
Department
Password
Must contain an uppercase, lowercase character and number.
Default Portal Account
[Not Specified]
Default Monitoring Report
Overview
User Admin
Can this user add/edit other users?
Account Admin
Can this user administer monitoring accounts?
Quarterly Newsletter
Keep this user up to date with news from Site Confidence?
Essential Maintenance
Send this user technical bulletins related to our service delivery?
Enabled
Can this user login?
* Required entry
This setting only applies to Monitoring Portal accounts.
Save Changes

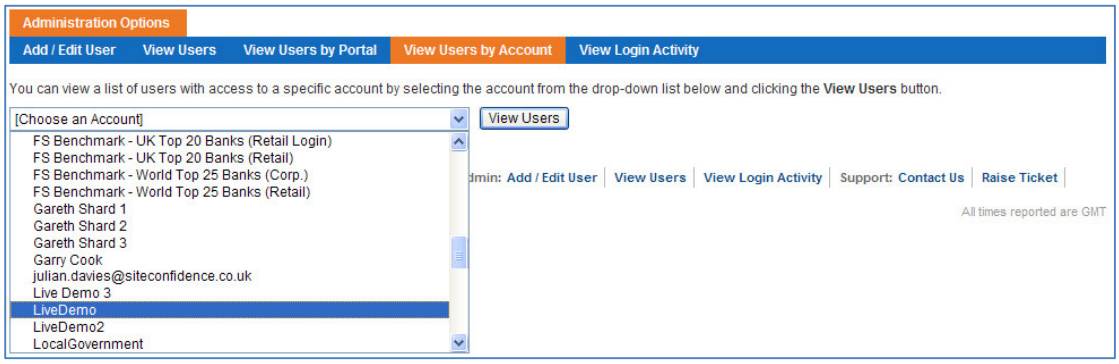
Note: Don't forget to add at least one portal in the **Portal Access** tab



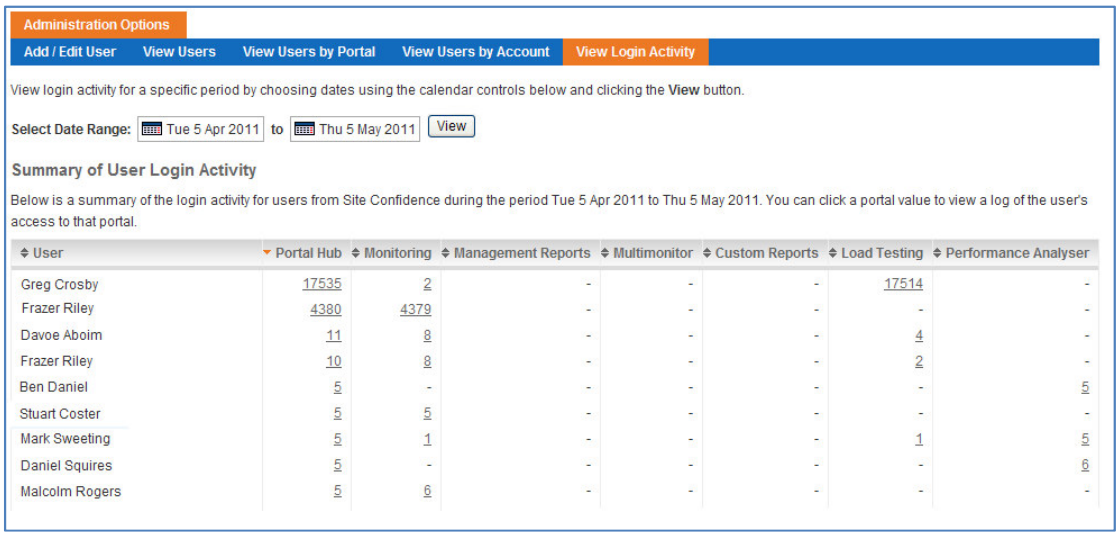
Selecting the user by clicking on their user name will open that user in the **Add/Edit User** page


Administration Options
Add / Edit User
View Users
View Users by Portal
View Users by Account
View Login Activity
You can view a list of users with access to a specific portal by selecting the portal from the drop-down list below and clicking the View Users button.
Load Testing Portal
View Users
[Choose a Portal]
Monitoring Portal
Management Reports Portal
Multimonitor Portal
Custom Reports Portal
Load Testing Portal
Performance Analyser Portal

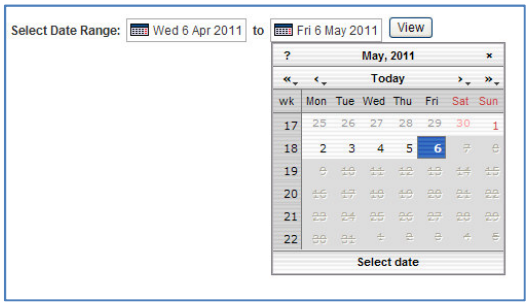
Choose to view only users that have access to a particular portal type by selecting from the dropdown list and then clicking the **View Users** button


Administration Options
Add / Edit User
View Users
View Users by Portal
View Users by Account
View Login Activity
You can view a list of users with access to a specific account by selecting the account from the drop-down list below and clicking the View Users button.
[Choose an Account]
View Users
FS Benchmark - UK Top 20 Banks (Retail Login)
FS Benchmark - UK Top 20 Banks (Retail)
FS Benchmark - World Top 25 Banks (Corp.)
FS Benchmark - World Top 25 Banks (Retail)
Gareth Shard 1
Gareth Shard 2
Gareth Shard 3
Garry Cook
julian.davies@siteconfidence.co.uk
Live Demo 3
LiveDemo
LiveDemo2
LocalGovernment
dmin: Add / Edit User
View Users
View Login Activity
Support: Contact Us
Raise Ticket
All times reported are GMT

To view a list of users that have access to a particular monitoring account use the dropdown and click the **View Users** button


Administration Options
Add / Edit User
View Users
View Users by Portal
View Users by Account
View Login Activity
View login activity for a specific period by choosing dates using the calendar controls below and clicking the View button.
Select Date Range: Tue 5 Apr 2011 to Thu 5 May 2011 View
Summary of User Login Activity
Below is a summary of the login activity for users from Site Confidence during the period Tue 5 Apr 2011 to Thu 5 May 2011. You can click a portal value to view a log of the user's access to that portal.
User | Portal Hub | Monitoring | Management Reports | Multimonitor | Custom Reports | Load Testing | Performance Analyser
Greg Crosby 17535 2 - - - 17514 -
Frazer Riley 4380 4379 - - - - -
Davoe Aboim 11 8 - - - 4 -
Frazer Riley 10 8 - - - 2 -
Ben Daniel 5 - - - - - 5
Stuart Coster 5 5 - - - - -
Mark Sweeting 5 1 - - - 1 5
Daniel Squires 5 - - - - - 6
Malcolm Rogers 5 6 - - - - -

Set a date range and then click on the **View** button to see login activity per user

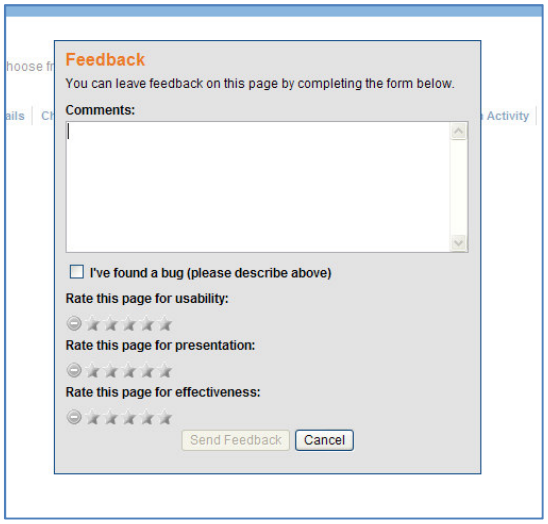


The date range defaults to todays date.

Clicking on the date box enables a calendar pop-up to allow other dates to be selected.

Feedback
Settings: Change Details | Change Password
Admin: Add / Edit User | View Users | View Login Activity
Support: Contact Us | Raise Ticket

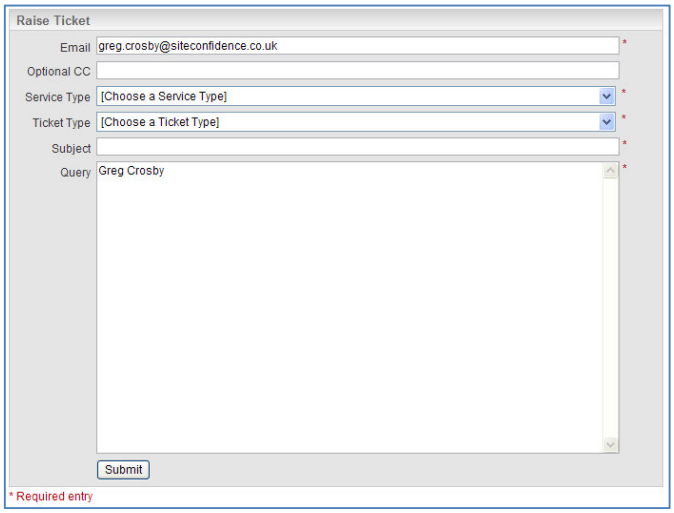
The page footer contains quick-links to some of the options mentioned above plus access to the **Feedback** and **Raise Ticket** forms


Feedback
You can leave feedback on this page by completing the form below.
Comments:
I've found a bug (please describe above)
Rate this page for usability:
Rate this page for presentation:
Rate this page for effectiveness:
Send Feedback
Cancel

Customer feedback is important to capture any specific requirements and help shape the future of the portal

This link is on the bottom of every page within the monitoring portal

Support:



Email – requesters email address (populated with current user by default)

Optional CC – Add in any other contact email addresses delimited by semicolons who you wish to be copied on the acknowledgement email. All email addresses will be shown at the top of the ticket so Customer Support are aware who should be included with any responses

Service type – Pick the most appropriate option from Monitoring, Load testing and Performance Analyser

Ticket Type – Choose the best fit for you question from New configuration; Configuration change; Script maintenance; Commercial query and Data interpretation

Subject – Describe topic in brief

Query – Add details of your request

An acknowledgement email is generated after submitting the request which is sent to the requester and any CCs. A ticket is raised with the appropriate department in SiteConfidence and any further correspondence relating to the ticket will be via phone or Email.

Portals:

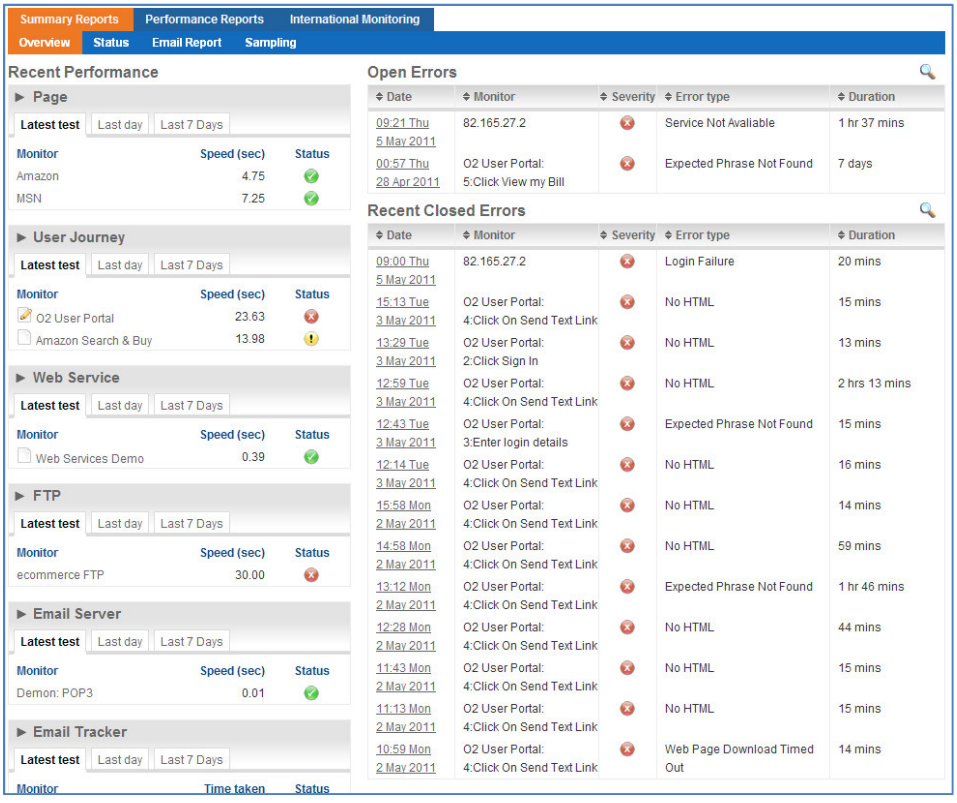
By clicking on one of the monitoring accounts in the portal hub the Overview Report within the Reports tab of that account is shown; although the default landing page can be defined in the user settings

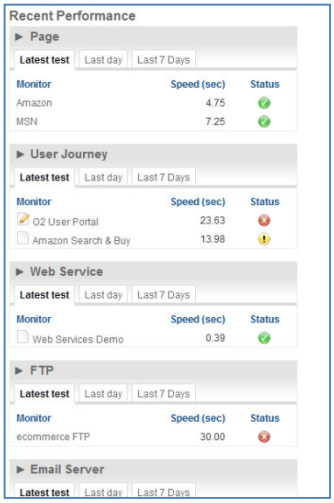
The bar at the top of the page shows the current monitoring account label

The tabs in the top right corner change context once inside a monitoring account and now relate to just this account. For example the Settings tab now contains settings for the monitors and alerting for the current monitoring account only.

Reports

Overview Report


Summary Reports
Performance Reports
International Monitoring
Overview
Status
Email Report
Sampling
Recent Performance
Page
Latest test
Last day
Last 7 Days
Monitor
Speed (sec)
Status
Amazon 4.75
MSN 7.25
User Journey
O2 User Portal 23.63
Amazon Search & Buy 13.98
Web Service
Web Services Demo 0.39
FTP
ecommerce FTP 30.00
Email Server
Demon: POP3 0.01
Email Tracker
Time taken
Open Errors
Date
Monitor
Severity
Error type
Duration
09:21 Thu 5 May 2011 82.165.27.2 Service Not Avaliable 1 hr 37 mins
00:57 Thu 28 Apr 2011 O2 User Portal: 5:Click View my Bill Expected Phrase Not Found 7 days
Recent Closed Errors
09:00 Thu 5 May 2011 82.165.27.2 Login Failure 20 mins
15:13 Tue 3 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 15 mins
13:29 Tue 3 May 2011 O2 User Portal: 2:Click Sign In No HTML 13 mins
12:59 Tue 3 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 2 hrs 13 mins
12:43 Tue 3 May 2011 O2 User Portal: 3:Enter login details Expected Phrase Not Found 15 mins
12:14 Tue 3 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 16 mins
15:58 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 14 mins
14:58 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 59 mins
13:12 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link Expected Phrase Not Found 1 hr 46 mins
12:28 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 44 mins
11:43 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 15 mins
11:13 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link No HTML 15 mins
10:59 Mon 2 May 2011 O2 User Portal: 4:Click On Send Text Link Web Page Download Timed Out 14 mins



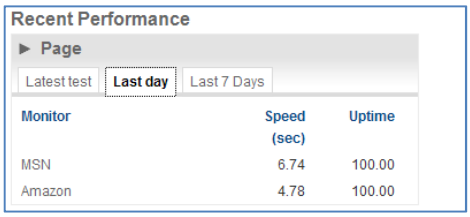
On the left hand side there are panels containing each of the categories of monitor types and displaying the summary data.

By default each panel shows the last test result and current status of each monitor

The monitor with the worst ranking severity will be listed at the top otherwise the normal monitor order will apply

The types of monitors that can be shown here are: Page, User Journeys ; Web Service; FTP; Email server and Email tracker

Clicking on any of the monitoring type headers " ▶ " will take you to the top level of that type

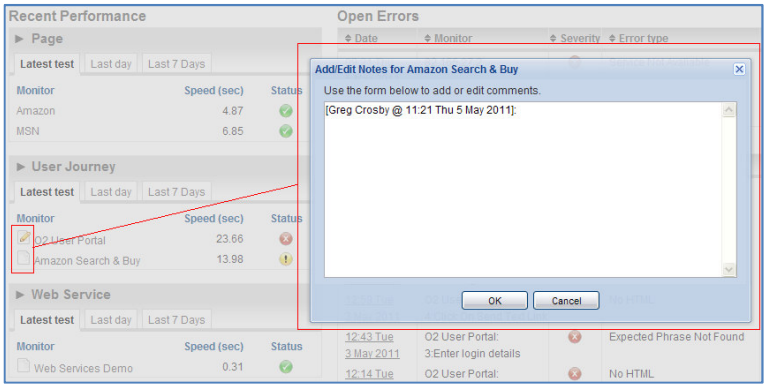


Selecting the **Last Day** tab will change the display in that panel to show the **Daily Average** result from yesterday and the **Uptime** for each monitor

Selecting **Last 7 Days** will show the average result over the last 7 days and **Uptime** over that period for each monitor

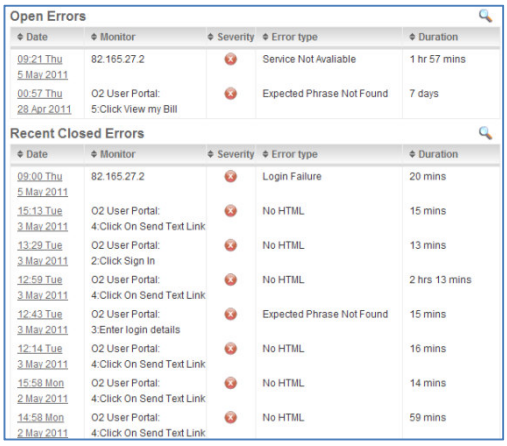
A "-" will show if there is no data for the period or if there is not enough good results to calculate any uptime

Clicking on the Monitor label will take you to the homepage for that monitor



Monitors that have a notes facility will show a note icon "" to the left of the monitor label. Clicking on the note icon will open the Notes editor dialog

If there is a note published against the monitor the icon will display a pencil symbol ""



The right hand side of the Overview page shows the Open and Recent Errors summary

Clicking on the timestamp will take you in to the Error reference detail page

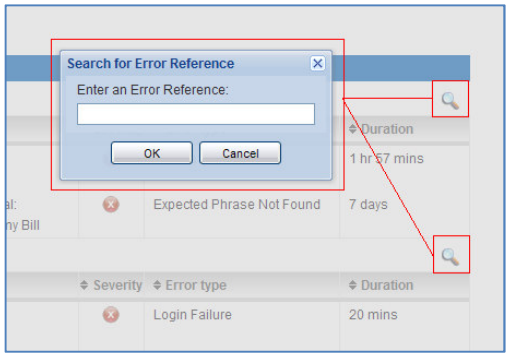
Date – The time that the **Error Reference** opened (the error opens when the immediate retest fails on **Page**, **User Journeys** and **Webservice** monitors which is triggered by a failed Scheduled test)

Monitor – The label configured in the settings for that monitor

Severity – Warnings/amber, problems/Red and Downs/Black (See Support section for descriptions)

Error types – displays the short description for the Result Code (see Support section for Result Code descriptions)

Duration – The length of time the error was open (taken from the time that the retest failed to the time the first "good" test completed)

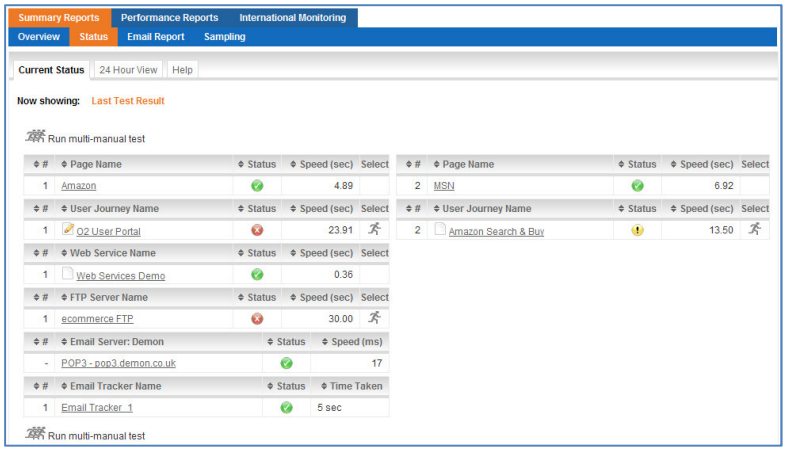


By selecting the "🔍" icon a search box will open where you can input an error reference number. This will take you straight to the error reference detail page.

You will see these unique error reference numbers on any alert emails and SMS messages

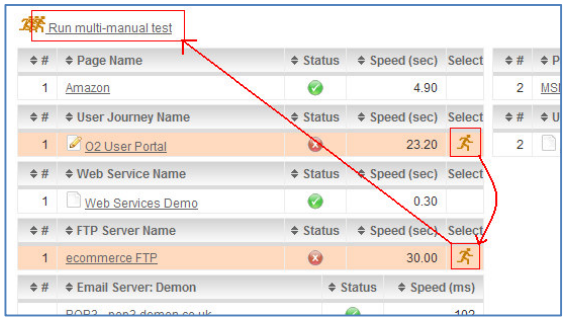
Status

The **Current Status** report shows all of the monitors in the account together with the last test result and current status



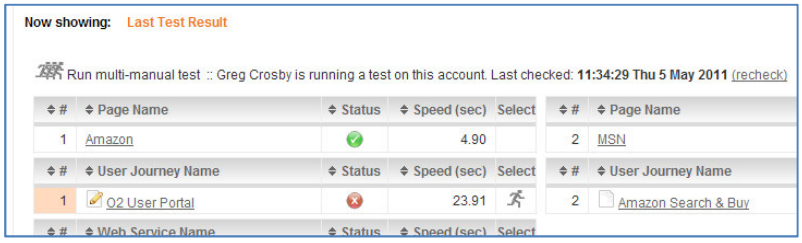
Clicking on any monitor label will take you to the homepage for that monitor

If any of the monitors are currently in an error status (there is an open error reference) a **Manual Test** icon " " will appear next to that monitor status.

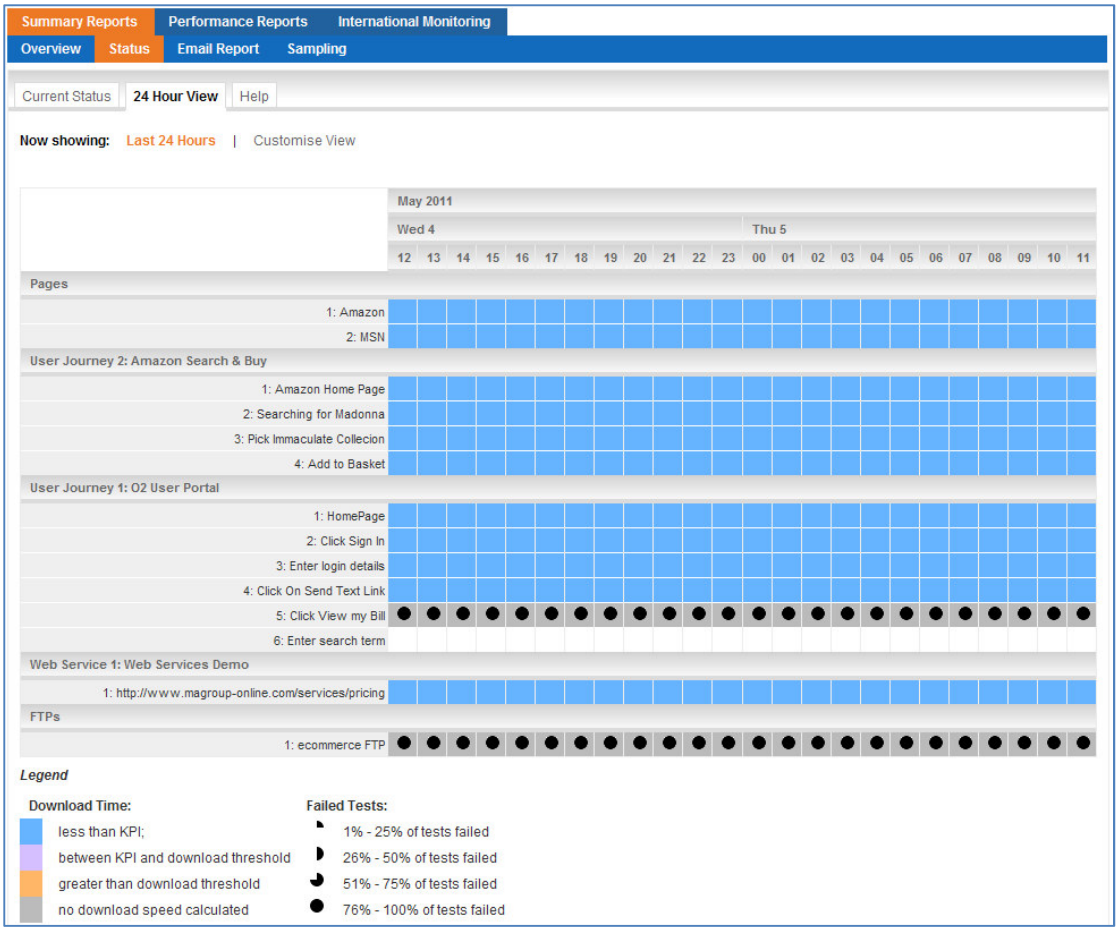


You can select multiple Manual Test icons by clicking on them and then click **Run Multi-Manual test** to initiate a manual test against all selected monitors

The page will then show that a multi manual test was triggered and offer a link to **Recheck** the page. After refreshing the page any changes in status will display; if those manual tests have completed and detected any changes. Some monitors (especially long User Journeys) may take a long time to complete.

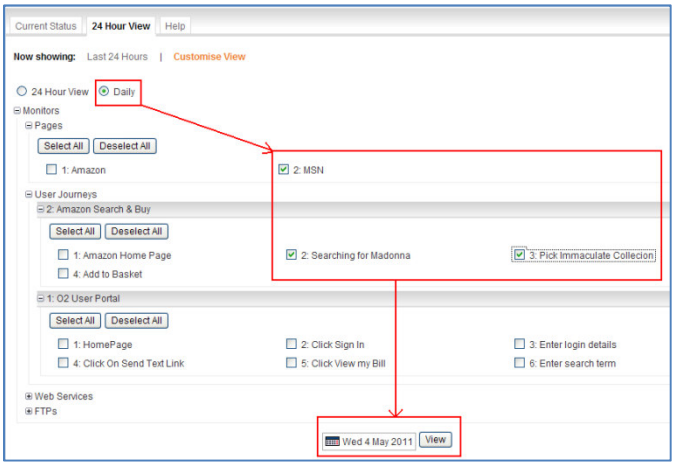


The **24 Hour View** tab displays a list of the monitors, under type headings, together with the status history shown in hourly blocks containing colours or symbols to represent the recorded



status for that hour
The key under the report shows what each symbol represents

KPI status only displays if a KPI threshold is configured in the settings for each monitor (See settings section for more details)

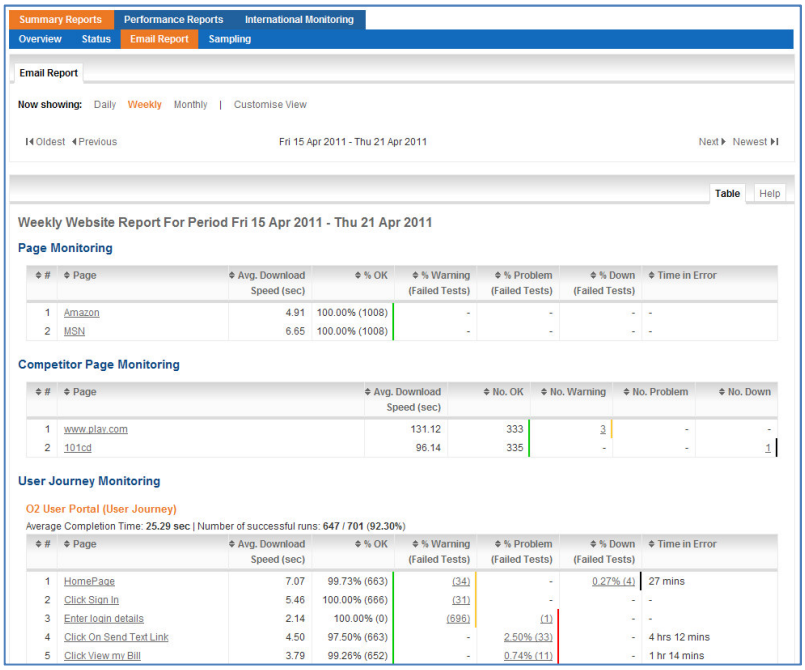


The **Customise view** tab allows the report to be tailored to suit requirements

Specific monitors or steps within User Journeys can be selected and a date picked from the calendar tool

Email Report

The **Email Report** defaults to the Weekly view and shows detail about the last week performance and availability of all the monitors in the account including Page, User Journeys, Webservice, Competitor, SLA and Email Tracker types



– Number of monitor (can be altered in Settings)

Page – The Label configured for that Page test or Step within a user journey

Avg. Download Speed (sec) – The average of the result over the report period

% OK / Warning / Problem / Down – The percentage of time that the monitor spent in each category

No. OK / Warning / Problem / Down – Shows the number of tests over the period in each severity category

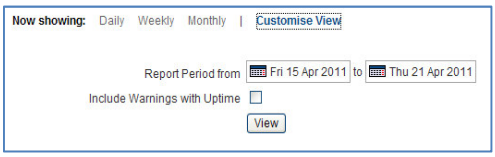
(Failed Tests) – Shows the number of failed tests in each severity category

Time in Error – Total time that page/step was in error over the period

Daily – shows the last complete daily view

Weekly – Shows the last complete weeks view (the reports start day is configured in the Email Report settings; see the settings section for more details)

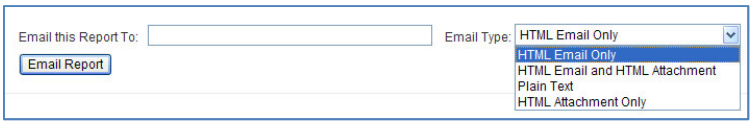
Monthly – Displays the last full month view



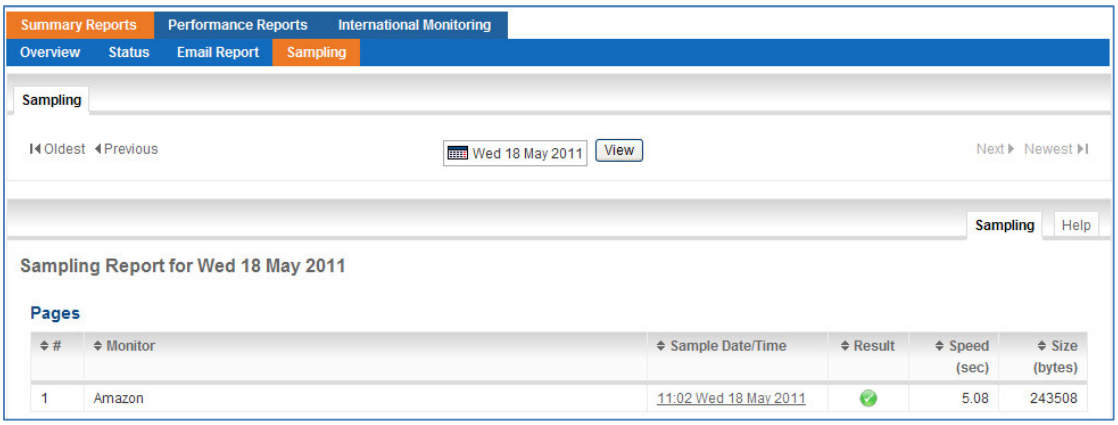
Customise View – Allows selection of dates and allows Warnings to be included in the uptime figure. By selecting the tickbox any tests/duration in Warning status will be added to the OK/Green columns

Selecting **Previous** moves the reporting period back to the previous complete day/week/month and selecting **Next** moves it forwards. **Oldest** will take the report back to the oldest data in the account and **Newest** will report the latest results

Certain users can be configured to automatically receive the **Email Report** in the **Settings** section



Ad hoc versions of the email report can be emailed to an address entered in to the text box by selecting the **Email Report** button. Various email format options are available in the **Email Type** dropdown.

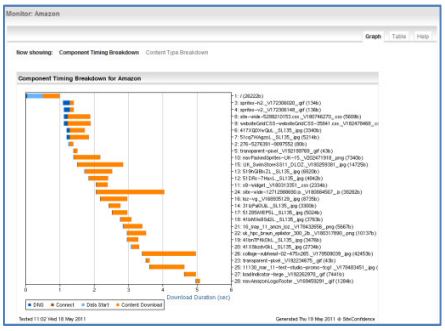


Sampling

A daily capture of a website which is stored in the SiteConfidence database. Each day the first "good" result (GREEN/OK – result code 1) is stored complete with any text received including HTML source code.

You can navigate through dates and a table is displayed with each monitor that has Sampling enabled. By clicking on the underlined date/time you will open a new window with that test result enclosed.

The table also shows the speed of that test result and the size of the page (including all objects)

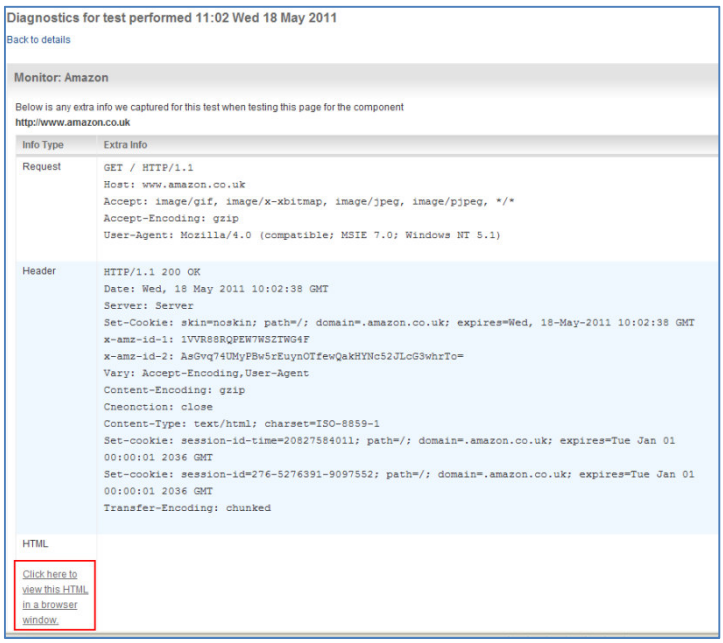


The window contains the test result and defaults to the view of the **waterfall** graph

You should click on the Table tab to get the details and the HTML capture

To see the HTML/Text capture select the **Advanced Diagnostics** icon " 🔧 " next to the object you want to view

NOTE: The object row that has the first HTTP response code "200" would normally be the root HTML document

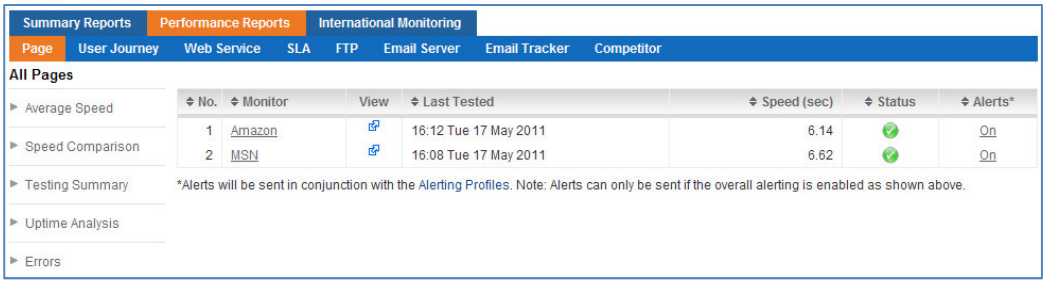

Diagnostics for test performed 11:02 Wed 18 May 2011
Back to details
Monitor: Amazon
Below is any extra info we captured for this test when testing this page for the component
http://www.amazon.co.uk
Info Type
Extra Info
Request
GET / HTTP/1.1
Host: www.amazon.co.uk
Accept: image/gif, image/x-xbitmap, image/jpeg, image/pjpeg, */*
Accept-Encoding: gzip
User-Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1)
Header
HTTP/1.1 200 OK
Date: Wed, 18 May 2011 10:02:38 GMT
Server: Server
Set-Cookie: skin=noskin; path=/; domain=.amazon.co.uk; expires=Wed, 18-May-2011 10:02:38 GMT
x-amz-id-1: 1VVR88RQPEW7WSZTWG4F
x-amz-id-2: AsGvq74UMyPBw5rEuynOTfewQakHYNc52JLcG3whrTo=
Vary: Accept-Encoding,User-Agent
Content-Encoding: gzip
Cneonction: close
Content-Type: text/html; charset=ISO-8859-1
Set-cookie: session-id-time=20827584011; path=/; domain=.amazon.co.uk; expires=Tue Jan 01 00:00:01 2036 GMT
Set-cookie: session-id=276-5276391-9097552; path=/; domain=.amazon.co.uk; expires=Tue Jan 01 00:00:01 2036 GMT
Transfer-Encoding: chunked
HTML
Click here to view this HTML in a browser window.

The advanced Diagnostic window shows the **Request Header** and **Response Header** from the test with the HTML/Text capture below

By clicking on the link highlighted above the portal will attempt to re-render the page in the browser window as below example shows

Note: if the page is built using JavaScript (or any other client side scripting) and that code refers to the live site then the page shown in the render will not reflect what was shown during the captured test. In that instance the HTML code should be cleared of any live links in a text editor before rendering in a browser to see a "true" historic view.

When selecting the Performance Reports tab the default view is the Page section



The breadcrumb shows the level as **All Pages**

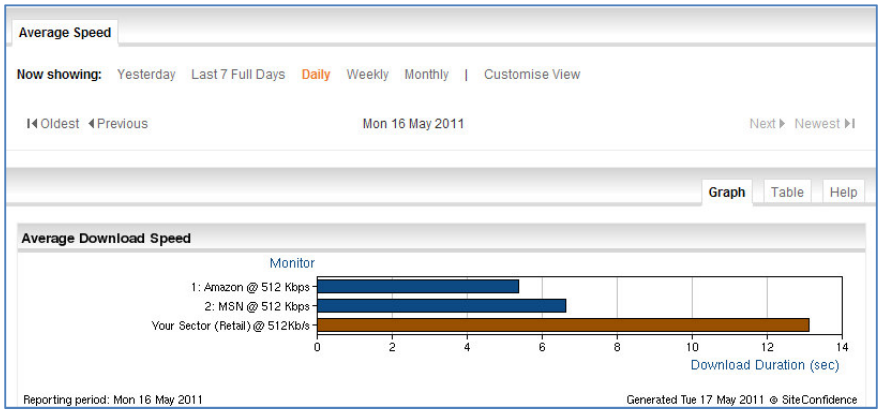
The centre pane shows a table containing the list of Page monitors in this account

No.	–	The number assigned in the settings to order the page monitors
Monitor	–	The monitor Label (if no label is set then the URL being tested will be displayed). Clicking on the label will take you to that monitor's homepage
View	–	Icon enables view of the URL in new browser window
Last Tested	–	The time and date of the last test performed on this monitor
Speed(Sec)	–	The speed recorded to complete the last test
Status	–	Displays the current RAG status (See settings tab for full explanation of RAG status)
Alerts	–	Whether alerting is enabled or disabled for this monitor (NOTE: alerts will only be sent if the monitor is included in an alert profile and that alert profile is active when the error is raised). Clicking on the On/off link will take you to the Settings page for that monitor (with editing enabled if the current user has permission)

Left hand navigation menu shows Reports available at this level

Reports:

Average Speed

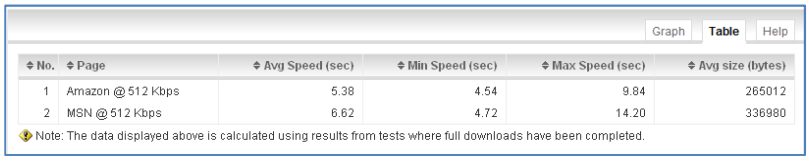

Average Speed
Now showing: Yesterday Last 7 Full Days Daily Weekly Monthly | Customise View
Oldest Previous
Mon 16 May 2011
Next Newest
Graph Table Help
Average Download Speed
Monitor
1: Amazon @ 512 Kbps
2: MSN @ 512 Kbps
Your Sector (Retail) @ 512Kb/s
0 2 4 6 8 10 12 14
Download Duration (sec)
Reporting period: Mon 16 May 2011
Generated Tue 17 May 2011 @ SiteConfidence

Average Speed graph shows the **Daily average** speed of all the page monitors recorded yesterday by default and includes an entry for the industry Sector which is configured for this account (Ask your account manager or customer support if you think you are configured in the wrong industrial sector)

Other time periods are available in the report options (default is Daily)

Selecting **Customise View** allows definition of specific date ranges

Selecting the table view shows the numbers used to build the graph view



No.	Page	Avg Speed (sec)	Min Speed (sec)	Max Speed (sec)	Avg size (bytes)
1	Amazon @ 512 Kbps	5.38	4.54	9.84	265012
2	MSN @ 512 Kbps	6.62	4.72	14.20	336980

Note: The data displayed above is calculated using results from tests where full downloads have been completed.

Avg Speed – daily average for the time period selected

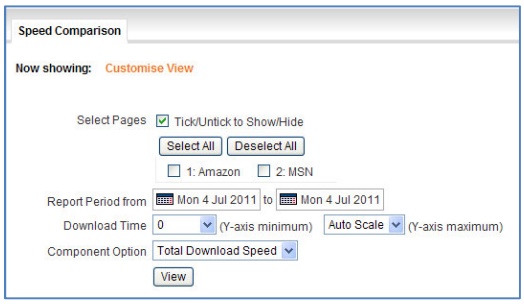
Min Speed – The quickest recorded test for the time period

Max Speed – The slowest test recorded during the period

Avg size (bytes) – The average size of the page measured over the period selected

NOTE: only tests that successfully completed without any errors are included

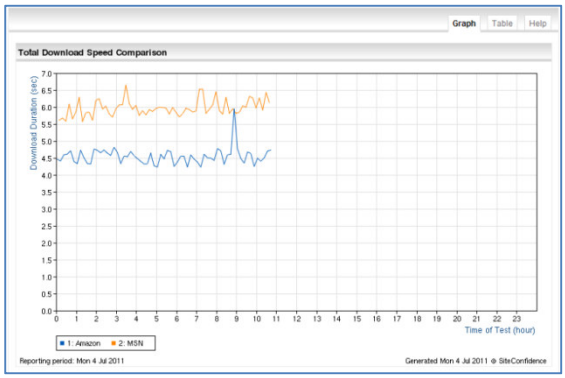
Speed Comparison



Select the Page tests that you want included in the report and set the date range before clicking the **View** button to display report.

Y Axis minimum and scale can be configured

Component option allows selection of the timing component you wish to view
IE **Total Download** or **Data Start** or **DNS**



Speed traces are represented as line graphs with each colour representing one of the page monitors

You will see the key at the bottom of the report

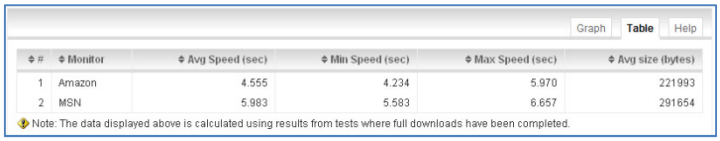
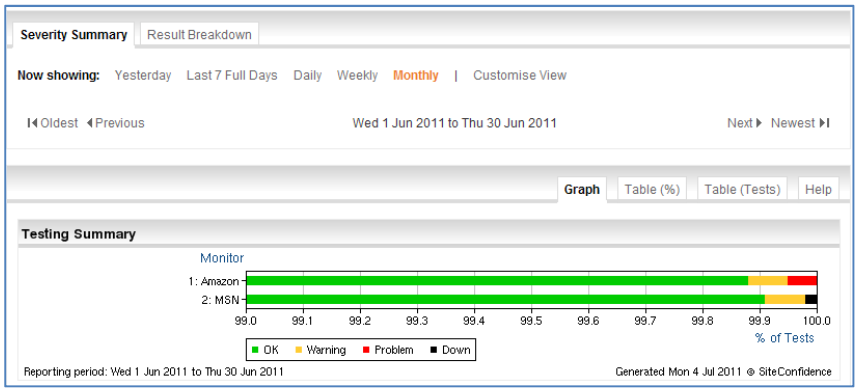

Graph
Table
Help
Monitor Avg Speed (sec) Min Speed (sec) Max Speed (sec) Avg size (bytes)
1 Amazon 4.555 4.234 5.970 221993
2 MSN 5.983 5.583 6.657 291654
Note: The data displayed above is calculated using results from tests where full downloads have been completed.

Table view includes Min and Max times for the period selected as well as the average Speed and Size.

Testing Summary

Selecting the **Testing Summary** at the **All Pages** level will show the graphical view of the amount of **GREEN/AMBER/RED/BLACK** tests over the period selected for each of the Page monitors in the account. Default is the daily view for yesterday within the **Severity Summary**



The X axis shows the percentage of tests and the key shows the severity group colours

Clicking on one of the coloured areas of the graph will provide a report of the individual test results that are from that monitor and classified in that selected severity group.

No.	Monitor	% OK	% Warning	% Problem	% Down	Total Tests
1	Amazon	99.88	0.07	0.05	-	4325
2	MSN	99.91	0.07	-	0.02	4324

Table (%) breaks down the test results into severity groups and displays the percentage for each severity group.

The total number of tests for the period selected is shown in the rightmost column

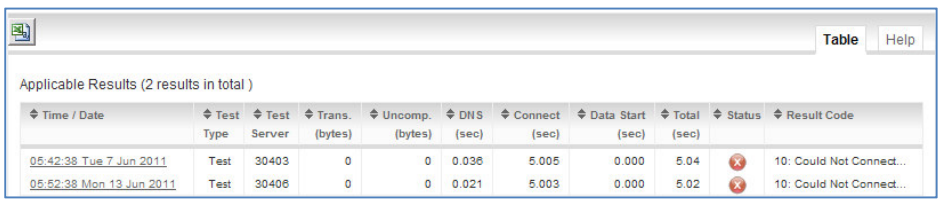
Clicking on one of the data fields will provide a report including just those particular test results from that monitor

Clicking on the Monitor label will take you to the **Testing Summary** report for that monitor

No.	Monitor	OK	Warning	Problem	Down	Total Tests
1	Amazon	4320	3	2	-	4325
2	MSN	4320	3	-	1	4324

Table (tests) breaks down the results into numbers of individual tests in each severity group

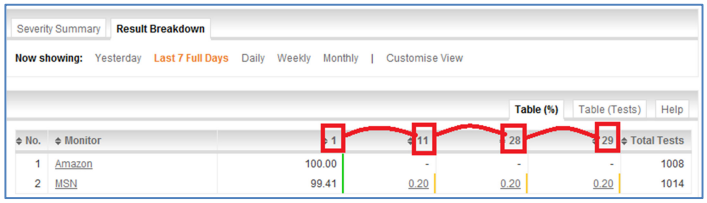
When clicking through into reports of individual test result you will see **Test Results** in the chosen monitor. See **Test Results** report for detailed description of data fields here



Time / Date	Test Type	Test Server	Trans. (bytes)	Uncomp. (bytes)	DNS (sec)	Connect (sec)	Data Start (sec)	Total (sec)	Status	Result Code
05:42:38 Tue 7 Jun 2011	Test	30403	0	0	0.036	5.005	0.000	5.04		10: Could Not Connect...
05:52:38 Mon 13 Jun 2011	Test	30406	0	0	0.021	5.003	0.000	5.02		10: Could Not Connect...

Clicking on the timestamp will open the individual test result in a new window

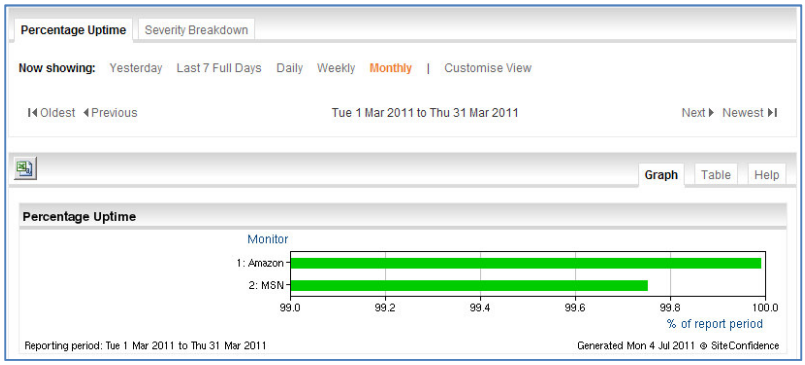
Selecting the **Result Breakdown** tab shows a table where the various Result Codes returned over that period are shown as percentages (numbers of tests). Enables patterns of particular types of errors to stand out



Each **Result Code** forms a column with the percentage (number of tests) in the row corresponding to the monitor that returned that result

Uptime Analysis

Uptime Analysis shows the uptime measurement for each monitor in the **Pages** category and defaults to the **Daily** view for Yesterday

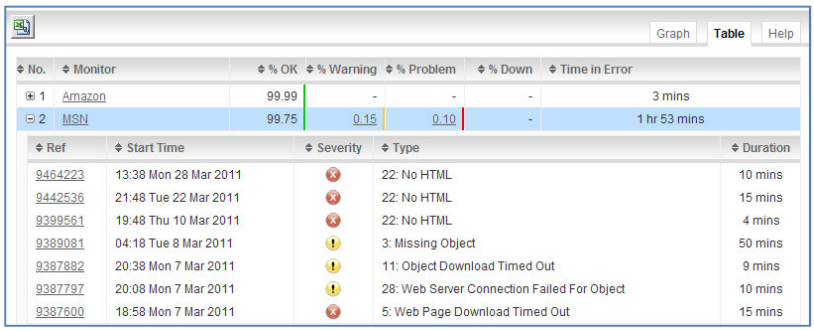

Percentage Uptime
Severity Breakdown
Now showing: Yesterday Last 7 Full Days Daily Weekly Monthly | Customise View
Oldest Previous
Tue 1 Mar 2011 to Thu 31 Mar 2011
Next Newest
Graph Table Help
Percentage Uptime
Monitor
1: Amazon
2: MSN
99.0 99.2 99.4 99.6 99.8 100.0
% of report period
Reporting period: Tue 1 Mar 2011 to Thu 31 Mar 2011
Generated Mon 4 Jul 2011 © SiteConfidence

Only **Error References** are taken into consideration and not individual test results as in the Testing Summary report. Therefore, one off failures that were not corroborated by the **immediate retest** triggered by the failure are not shown or included in the uptime calculation

The duration of any **Error Reference** is taken away from the period to give the uptime total.

Error Reference duration is the time from the retest failure to the next test pass (scheduled or manually triggered)

Clicking on the Excel icon "" will download the data in CSV format


Graph Table Help
No. Monitor % OK % Warning % Problem % Down Time in Error
1 Amazon 99.99 - - - 3 mins
2 MSN 99.75 0.15 0.10 - 1 hr 53 mins
Ref Start Time Severity Type Duration
9464223 13:38 Mon 28 Mar 2011 22: No HTML 10 mins
9442536 21:48 Tue 22 Mar 2011 22: No HTML 15 mins
9399561 19:48 Thu 10 Mar 2011 22: No HTML 4 mins
9389081 04:18 Tue 8 Mar 2011 3: Missing Object 50 mins
9387882 20:38 Mon 7 Mar 2011 11: Object Download Timed Out 9 mins
9387797 20:08 Mon 7 Mar 2011 28: Web Server Connection Failed For Object 10 mins
9387600 18:58 Mon 7 Mar 2011 5: Web Page Download Timed Out 15 mins

Clicking on the plus icon "" will expand the view to show individual **Error References** listed below the monitor's **Uptime Analysis** row

Ref - Unique number assigned to the Error Reference

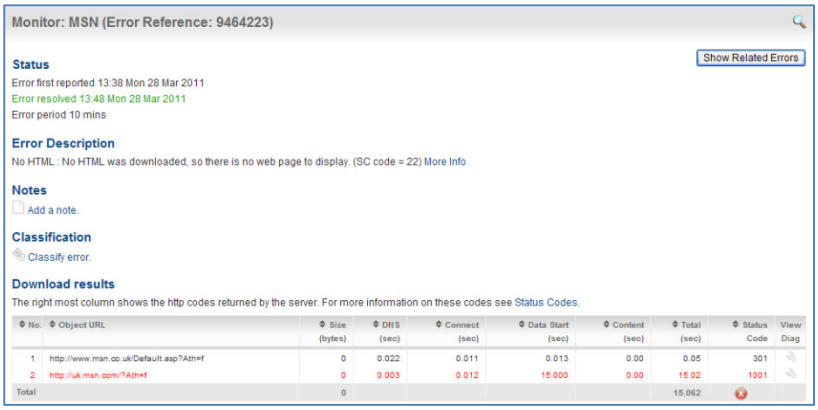
Start Time - Time and date that Error Reference was triggered by failed retest.

Severity - Severity group (Amber/Red/Black)

Type - Result Code and Error code name (See results codes for full descriptions)

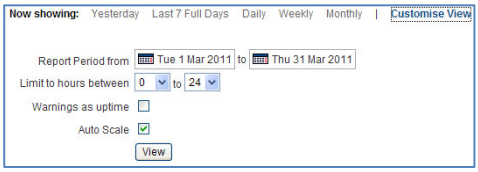
Duration - Time that Error Reference has been or was open (minutes)

Note that any downtime percentages that are smaller than 0.01% will not display in the table view but will still show as Error References under that monitor's result row


Monitor: MSN (Error Reference: 9464223)
Show Related Errors
Status
Error first reported 13:38 Mon 28 Mar 2011
Error resolved 13:48 Mon 28 Mar 2011
Error period 10 mins
Error Description
No HTML : No HTML was downloaded, so there is no web page to display. (SC code = 22) More Info
Notes
Add a note.
Classification
Classify error.
Download results
The right most column shows the http codes returned by the server. For more information on these codes see Status Codes.

Clicking on the Error Reference number will open that Error Reference's detail page

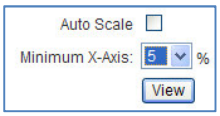
See the Error Reference section for a more detailed description


Now showing: Yesterday Last 7 Full Days Daily Weekly Monthly | Customise View
Report Period from Tue 1 Mar 2011 to Thu 31 Mar 2011
Limit to hours between 0 to 24
Warnings as uptime
Auto Scale
View

Customise View allows a specific date range to be selected and Core Hours to be set

If certain hours are selected then only errors that occurred in those hours will be counted against the Uptime Analysis report

Selecting Warnings as uptime will change any Amber/Warning Error References to add towards the GREEN/OK result for the period selected

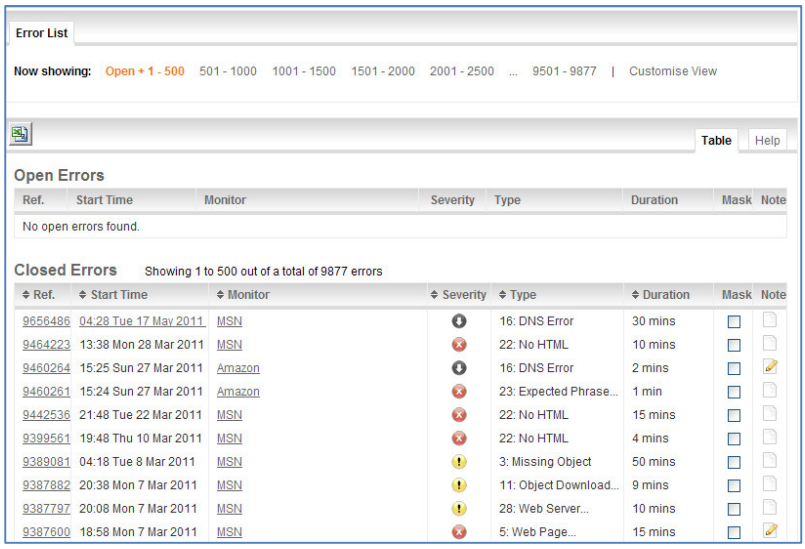


Unticking the Auto Scale option allows a fixed scale to be applied to the X Axis

Errors

Selecting the Errors report shows all of the Error References that have ever been triggered in the Pages Section of the selected monitoring account

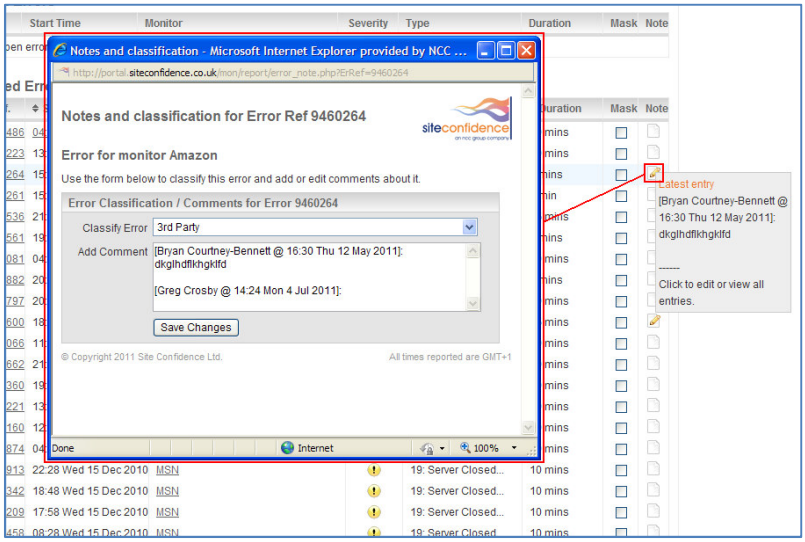
Now Showing: lists the paginated clusters of errors with the current view highlighted in orange. You can view another cluster of errors by clicking on that result range description.


Error List
Now showing: Open + 1 - 500 501 - 1000 1001 - 1500 1501 - 2000 2001 - 2500 ... 9501 - 9877 | Customise View
Table Help
Open Errors
Ref. Start Time Monitor Severity Type Duration Mask Note
No open errors found.
Closed Errors Showing 1 to 500 out of a total of 9877 errors
Ref. Start Time Monitor Severity Type Duration Mask Note
9656486 04:28 Tue 17 May 2011 MSN 16: DNS Error 30 mins
9464223 13:38 Mon 28 Mar 2011 MSN 22: No HTML 10 mins
9460264 15:25 Sun 27 Mar 2011 Amazon 16: DNS Error 2 mins
9460261 15:24 Sun 27 Mar 2011 Amazon 23: Expected Phrase... 1 min
9442536 21:48 Tue 22 Mar 2011 MSN 22: No HTML 15 mins
9399561 19:48 Thu 10 Mar 2011 MSN 22: No HTML 4 mins
9389081 04:18 Tue 8 Mar 2011 MSN 3: Missing Object 50 mins
9387882 20:38 Mon 7 Mar 2011 MSN 11: Object Download... 9 mins
9387797 20:08 Mon 7 Mar 2011 MSN 28: Web Server... 10 mins
9387600 18:58 Mon 7 Mar 2011 MSN 5: Web Page... 15 mins

If there are any currently open errors they will be listed under Open Errors while all others are listed below the Closed Errors header

Clicking on the monitor label will take you to the Errors report for that particular monitor

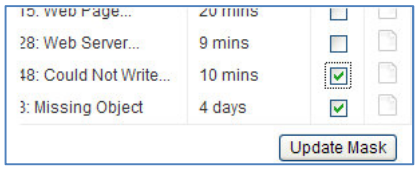
Clicking on the Error Reference number will take you to that particular Error Reference details page


Notes and classification - Microsoft Internet Explorer provided by NCC ...
Notes and classification for Error Ref 9460264
Error for monitor Amazon
Use the form below to classify this error and add or edit comments about it.
Error Classification / Comments for Error 9460264
Classify Error 3rd Party
Add Comment [Bryan Courtney-Bennett @ 16:30 Thu 12 May 2011]: dkglhdflkhgklfd
[Greg Crosby @ 14:24 Mon 4 Jul 2011]:
Save Changes
Latest entry
[Bryan Courtney-Bennett @ 16:30 Thu 12 May 2011]: dkglhdflkhgklfd
Click to edit or view all entries.

Holding the mouse over the Note icon "" produces a pop-up showing the current note

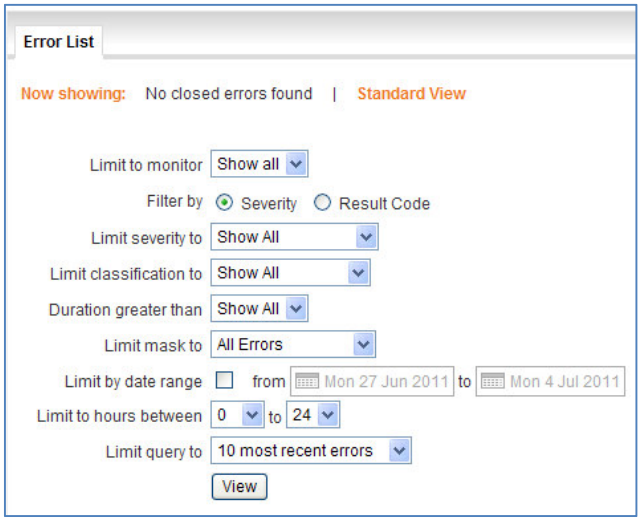
Clicking on the note icon brings up the note field editor. Error Classification and notes can be edited

You must click the Save Changes button to overwrite the current note



By Selecting an Error in the list and then clicking on the Update Mask button an error can be added to the current mask

Masked or unmasked errors can be filtered in the customise view version of the error report


Error List
Now showing: No closed errors found | Standard View
Limit to monitor Show all
Filter by Severity Result Code
Limit severity to Show All
Limit classification to Show All
Duration greater than Show All
Limit mask to All Errors
Limit by date range from Mon 27 Jun 2011 to Mon 4 Jul 2011
Limit to hours between 0 to 24
Limit query to 10 most recent errors
View

Customise View allows detailed control over the error report output which together with the CSV export facility allows comprehensive reporting

Selecting Standard View returns you to the normal Error Report

After changing any of the options you should click on the View button to produce the revised report

Limit to Monitor – Allows filter to only include errors from a particular monitor or All monitors in the Page monitoring section

Limit to Severity – Allows the filter to select just one of the severity types; **problems & Downs**; **Nulled Errors** or **Show All**

Selecting **Result Code** reveals the **Limit Result Code to** dropdown – Allows you to filter just one of the returned result codes

Limit Classification – Allows the filter to show just one of the Classifications set in the error references (these can be set in individual error reference details pages or using the add note icons in the Error Reports)

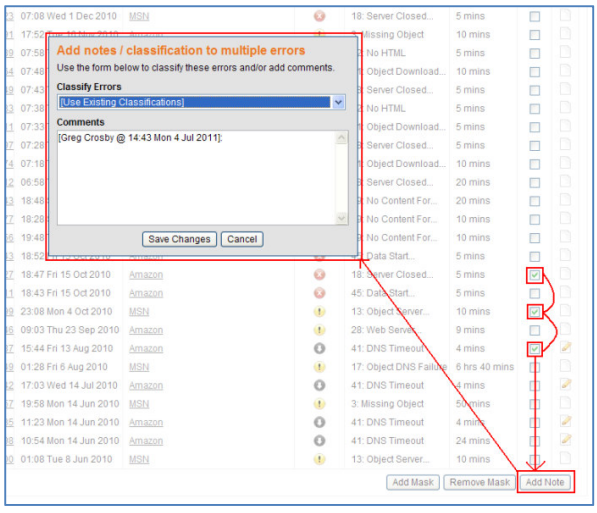
Duration Greater than – Allows filter by time duration. Pre-set options between 5 mins and 24 hours

Limit Mask to – Allows filter by current Errors mask. **Masked Errors**; **Unmasked Errors** or **All Errors**

Limit by date range – Allows selection of time period filter

Limit to hours between – Allows core hours to be filtered

Limit query to – Limits the number of results to be displayed. Options include 10 to 500 most recent Or fetch All



The resulting list can then be used to select **multiple Error References** and add/edit note field (and/or classification)

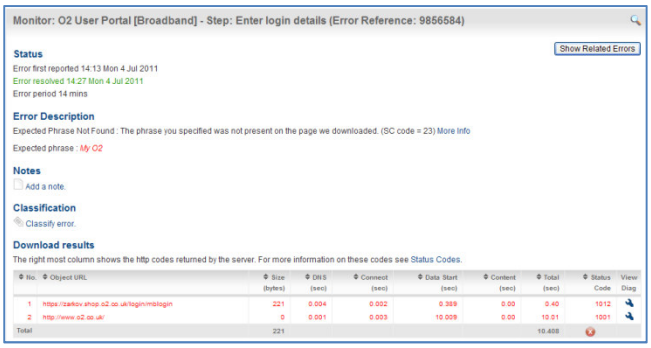
Clicking the **Save Changes** button will apply the same note and classification to all of the selected Error References

Note: Any previous notes or classifications will be overwritten

Clicking the **Add Mask** button will add the selected Error References to the current **Error Mask** which will allow them to be filtered by the **Limit Mask to** option.
The mask only applies to the current login session.

Error Reference Detail Page:

The header shows the Monitor label (Step if within a User Journey) and unique **Error Reference** number


Monitor: O2 User Portal [Broadband] - Step: Enter login details (Error Reference: 9856584)
Status
Show Related Errors
Error first reported 14:13 Mon 4 Jul 2011
Error resolved 14:27 Mon 4 Jul 2011
Error period 14 mins
Error Description
Expected Phrase Not Found : The phrase you specified was not present on the page we downloaded. (SC code = 23) More Info
Expected phrase : My O2
Notes
Add a note.
Classification
Classify error.
Download results
The right most column shows the http codes returned by the server. For more information on these codes see Status Codes.

Clicking on the **Show related errors** button takes you back to the list of errors for the same monitor

Clicking on the magnifying glass icon "🔍" brings up a Search Dialog to find a particular error reference by its Error Reference Number

Status Shows the start time of the Error Reference, which would be the time that the immediate retest failed. The next line will show either that the error is still open or the time/date that the Error Reference was closed (when the subsequent test pass occurred) followed by the Error duration in minutes

Error Description contains the brief version of the description that relates to the **Result code**. The detailed description of the Error's result code can be found by following the **Result Codes** link in the footer of the page or clicking on the **More Info** link. If the Result Code for the error is "23 – Expected Phrase not found" then the expected phrase/s will be displayed below

By selecting **Add a note** a dialog box appears which enables the addition or editing of the note field

Selecting **Classify Error** allows selection from a list of pre-set Classifications to be applied to this Error Reference

Download results shows the test details as recorded by the test agent during the retest.

The lines in RED represent the failed object requests during the page test

No - The number of the Object in the download order

Object URL - The full path to the object

Size (bytes) - The size of the object that was downloaded

DNS - Time taken to lookup the IP address of the server

Connect - Time taken to connect to the webservice (HTTP/HTTPS)

Data Start - Time to get the first byte of data after sending the request header

Total - Total time to attempt to get this object

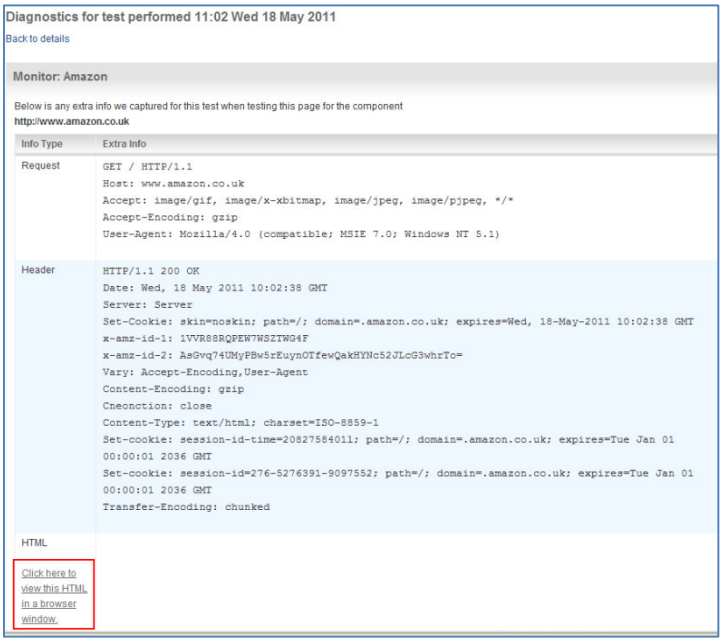
Status Code - Code assigned to this request if failed or HTTP response code

View Diag - Clicking on " 🔧 " icon produces pop-up window with more detail of server communications during request. Includes request and response headers and any HTML captured if present. Advanced Diagnostics is an optional extra and not provided as standard

Totals - Totals of Size and Total Time columns are shown underneath together with overall severity

In certain conditions the test agent will record other diagnostic information in the error reference. This extra detail could include PING, TRACEROUTE and/or DIG output

To get to the HTML/Text capture you need to select the **Advanced Diagnostics** icon " 🔧 " next to the object you want to view


Diagnostics for test performed 11:02 Wed 18 May 2011
Back to details
Monitor: Amazon
Below is any extra info we captured for this test when testing this page for the component
http://www.amazon.co.uk
Info Type
Extra Info
Request
GET / HTTP/1.1
Host: www.amazon.co.uk
Accept: image/gif, image/x-xbitmap, image/jpeg, image/pjpeg, */*
Accept-Encoding: gzip
User-Agent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1)
Header
HTTP/1.1 200 OK
Date: Wed, 18 May 2011 10:02:38 GMT
Server: Server
Set-Cookie: skin=noskin; path=/; domain=.amazon.co.uk; expires=Wed, 18-May-2011 10:02:38 GMT
x-amz-id-1: 1VVR88RQPEW7WSZTWG4F
x-amz-id-2: AsGvq74UMyPBw5rEuynOTfewQakHYNc52JLcG3whrTo=
Vary: Accept-Encoding,User-Agent
Content-Encoding: gzip
Cneonction: close
Content-Type: text/html; charset=ISO-8859-1
Set-cookie: session-id-time=20827584011; path=/; domain=.amazon.co.uk; expires=Tue Jan 01 00:00:01 2036 GMT
Set-cookie: session-id=276-5276391-9097552; path=/; domain=.amazon.co.uk; expires=Tue Jan 01 00:00:01 2036 GMT
Transfer-Encoding: chunked
HTML
Click here to view this HTML in a browser window.

The advanced Diagnostic window shows the **Request Header** and **Response Header** from the test with the HTML/Text capture below

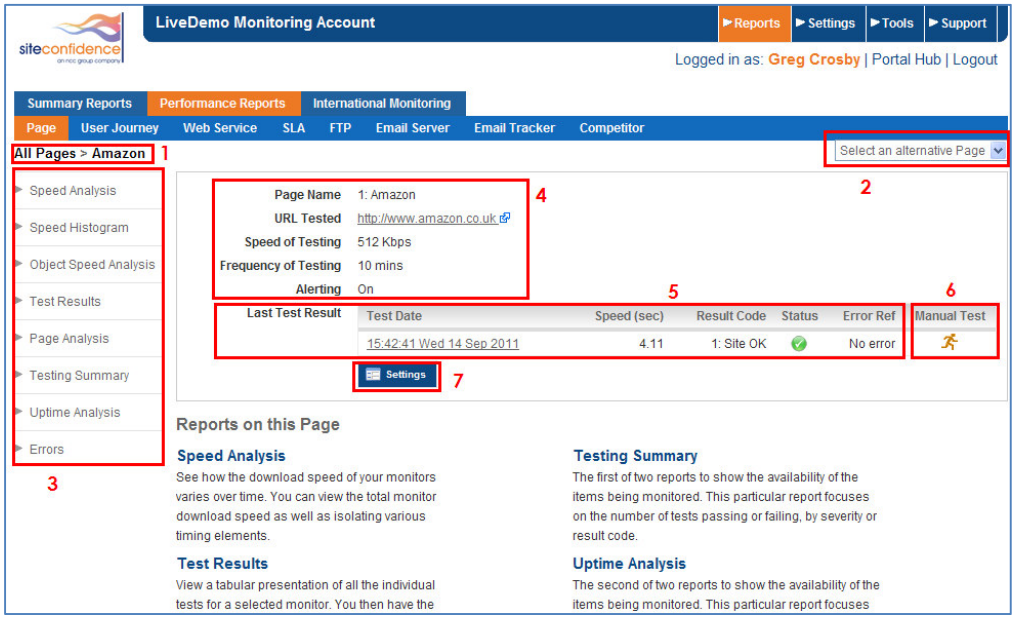
NOTE: The object row that has the first HTTP response code "200" would normally be the root HTML document

By clicking on the link highlighted above the portal will attempt to re-render the page in the browser window as below example shows

Note: if the page is built using JavaScript (or any other client side scripting) and that code refers to the live site then the page shown in the render will not reflect what was shown during the captured test. In that instance the HTML code should be cleared of any live links in a text editor before rendering in a browser to see a "true" historic view.

By selecting either a single **Page** test monitor from the **All Pages** level or a **User Journey monitor** from the **All User Journeys** level or by clicking on a monitor label from anywhere in the **Summary Reports** you will arrive at that Monitor Homepage.

Below is an example **Page test monitor homepage** but the same format also applies to **Step homepages** within **User journeys** or **Webservice** monitors



1) **Breadcrumb** shows the Page or step and allows quick-link access to upper levels

2) **Quick-link Dropdown** allows jumping to another Page test monitor or step and user journey without having to navigate to All level first
3) **Left Menu** provides access to reports that only relate to this Page monitor or Step. There are three reports that are unique to the **Page** test or **Step** levels which include the **Speed Histogram**; **Object Speed Analysis** and **Page Analysis**
4) **Monitor Summary** shows the basic parameters that are configured for this Page Monitor or Step including:

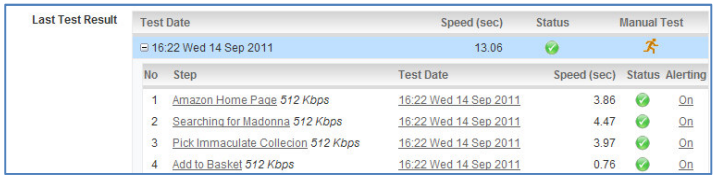
- **Page Name** – Label that is configured for the page/step. If none configured then the URL is used
- **URL Tested** – The URL/Page/Step that will be tested by the agent. "🔗" link icon will show live URL in new browser window
- **Speed of testing** – The throttled bandwidth that will be used for each test to emulate a realistic user speed and provide consistency of results
- **Frequency of testing** – The time interval between Scheduled tests (Note that 10 minute Page tests will halve their testing frequency while in error status – no other monitor type or frequency does this)
- **Alerting** – indicates whether alerting is enabled or disabled for this page or step (Note: Monitor needs to be added to an active Alert Profile with Contacts added to be able to actually generate an alert)

5) **Latest test result and current status**

- **Test date** – local Time for the last test
- **Speed (Sec)** – Time taken to complete last test. If the monitor is currently in error because of reaching any of the preconfigured thresholds then the speed will show the time taken to reach that threshold
- **Result Code** – Shows the result code that was allocated to the last test (See Result Codes for explanations)
- **Status** – Current status of the monitor. Will show either Green/OK, Amber/Warning, Red/Problem or Black/Down
- **Error Ref** - will be displayed if there is a current open error and provide a link to the open error reference detail page

6) **Manual test button** will initiate a manual test of the monitor (Note: this may fail if there is already a test running)
7) **Settings** button links to the settings section relating to this page or step

A **User Journey monitor homepage** is very similar but has a larger **Latest test/current status** panel to show the last test results and status' for the various steps that make up the journey


Last Test Result
Test Date
Speed (sec)
Status
Manual Test
16:22 Wed 14 Sep 2011
13.06
No
Step
Test Date
Speed (sec)
Status
Alerting
1 Amazon Home Page 512 Kbps 16:22 Wed 14 Sep 2011 3.86 On
2 Searching for Madonna 512 Kbps 16:22 Wed 14 Sep 2011 4.47 On
3 Pick Immaculate Collecion 512 Kbps 16:22 Wed 14 Sep 2011 3.97 On
4 Add to Basket 512 Kbps 16:22 Wed 14 Sep 2011 0.76 On

Speed shows the time taken to complete the last run of the whole user journey

Manual test will run a test of the whole user journey

No – Step number

Step – Label configured for each step. The configured test speed is shown for each step

Test date – Time that particular step was last tested

Speed – Time taken to complete the testing of that step (in seconds)

Status – Current status of the step. Will show either Green/OK, Amber/Warning, Red/Problem or Black/Down

Alerting – Indicates if the step has alerting enabled (Note: The step must be added to an active alert profile with contacts added to generate alerts)

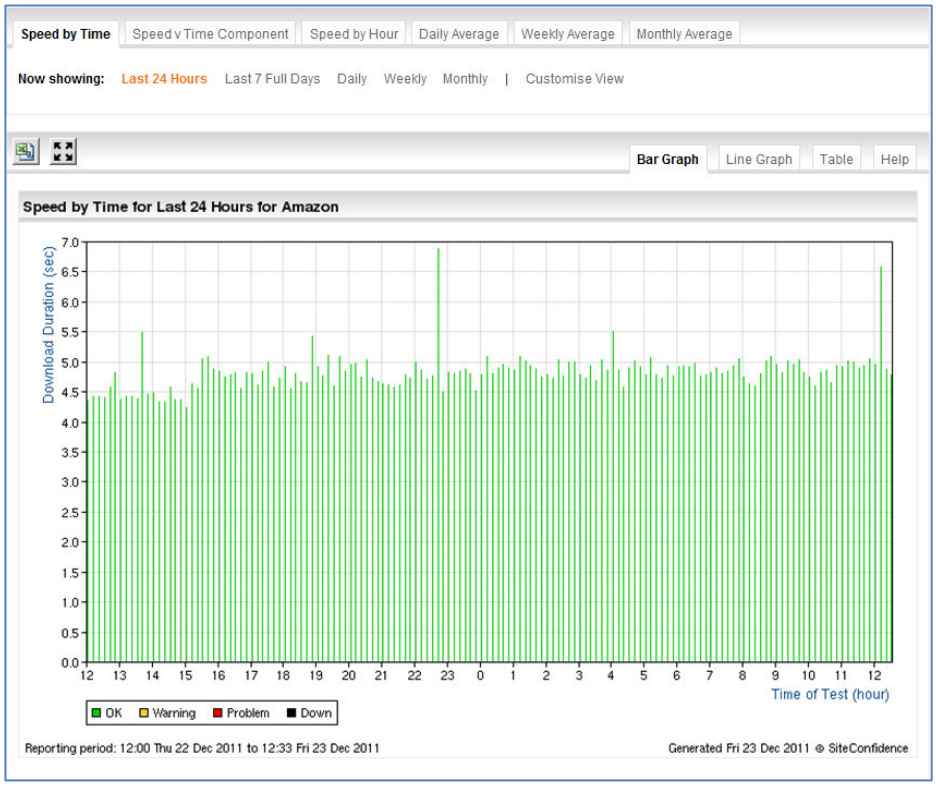
Note: If the monitor is in the middle of a test it is possible for the status on the whole user journey to not match what would appear to be correct when taking into account the step statuses. Refreshing the page will normally correct this state, once the current run is complete

If one step is currently showing a Red or Black status then you will notice that the subsequent steps will not be showing the same Test Date as those steps cannot be reached while the agent is finding a critical problem. The agent stops testing and triggers a retest of the whole user journey as soon as a critical error is found

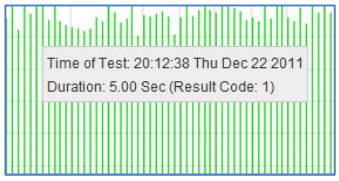
There are three reports that are unique to the **User Journey** menus which include the **Speed comparison** which will show in the left hand menu on the monitor homepage; **Speed Breakdown By Step** report which will appear as a tab within the **Speed Analysis** report and the **Average Speed** report which will show the average download times of all of the steps of the journey on one report (much like the average speed report at the All Pages level shows all of the page test averages)

There are two versions of the Speed Analysis reports which show the performance of the page/step or the whole user journey. The test results report also varies slightly from the page test version by showing overall journey times with the ability to expand and show the individual steps within that run of the monitor

Speed Analysis

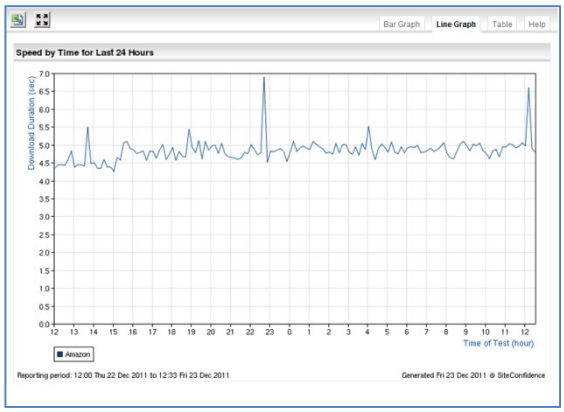


The default **Speed Analysis** graph shows the last 24 hours of tests mapping the time taken to complete the test against time of day. The colour of the line represents the Severity map of the result code and described by the Key underneath the graph.

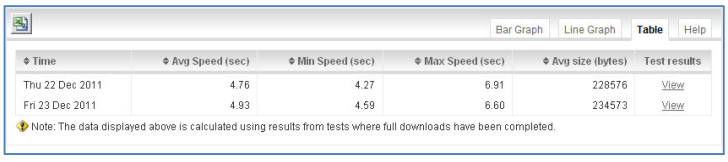


Moving the mouse over the points provides a pop-up with more detail about that test result

Other pre-set date ranges can be selected from the Now Showing bar

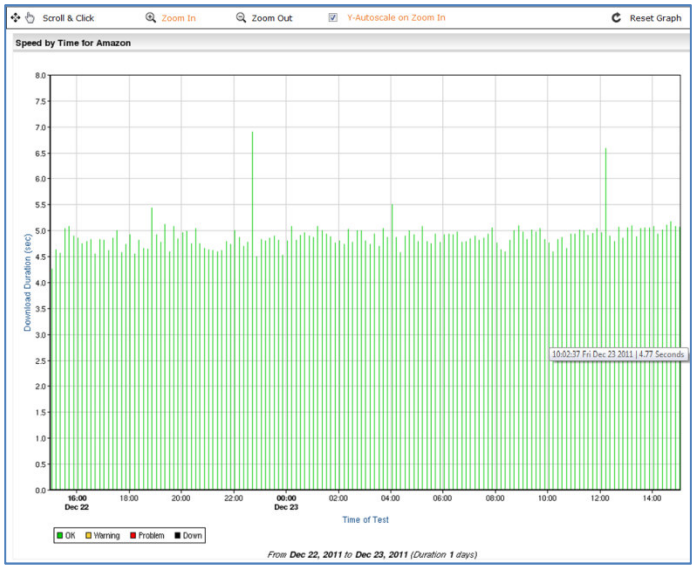

Bar Graph
Line Graph
Table
Help
Speed by Time for Last 24 Hours
Download Duration (sec)
Time of Test (hour)
Amazon
Reporting period: 12:00 Thu 22 Dec 2011 to 12:33 Fri 23 Dec 2011
Generated Fri 23 Dec 2011 @ SiteConfidence

Selecting Line Graph tab plots the data as continuous line



The Table tab shows the results for daily averages with a **View** link to drill into that days **Test Results** table

Selection of the "⛶" icon opens a new window with more controls for zooming in and out of the data and selecting particular tests to focus on



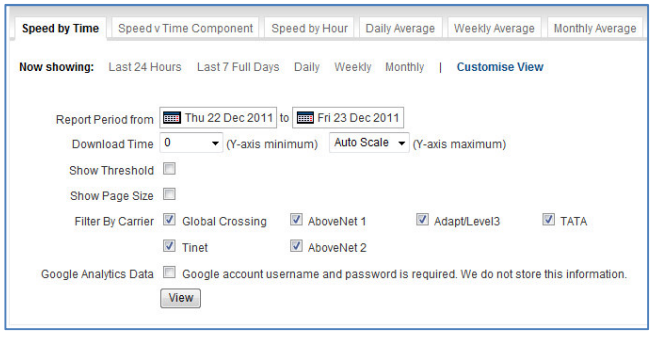
Zoom In – A section of the timeline can be selected by dragging the mouse over the graph while holding down the left click button which then causes the view to zoom in to that selection. A single click zooms in while setting the selected point at the centre of the timeline. Un-ticking the **Y-Autoscale on Zoom** In tick-box allows the selection to be rectangular and limit the scale of the resulting graph

Scroll and Click – Allows the timeline to be dragged by the mouse left and right within the window. Clicking on a point will reveal the **Page Analysis** report for that page/step

Zoom Out – Each mouse left click causes the view to zoom out

Reset Graph – Sets the view back to the default when the pop-up window was first opened

Customise View allows more detailed selection of parameters in report



Report Period can be selected from the Calendar Selections and the Y-axis scale defined

Click the View button to show the custom report

Show threshold – Adds the **Overall threshold** currently configured as a line in the graph

Show Page size – The page size will appear as a grey line background in the graph

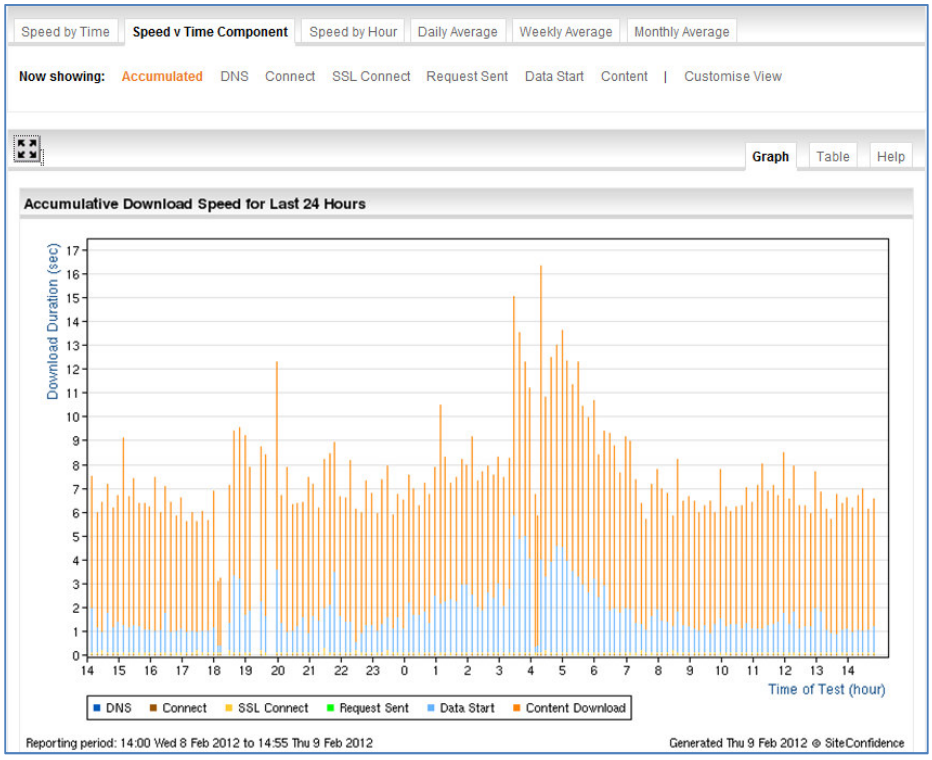
Filter by carrier – Allows selection of certain network carriers to be included in the report. Normally there are 3 carriers being used by the monitoring service and 2 are reserved as stand by connections. If there are apparent regular patterns in the graph it might be useful to see if this corresponds to particular carriers that we use to test the site

Google Analytics Data – Allows the overlay of Google Analytics Visits data over the top of the Speed Analysis report. If this option doesn't appear then it can be enabled in the Account Settings section of the Settings pages

Google Analytics Data
Google account username and password is required. We do not store this information.
Google Username
Google Password
View

The tick-box produces two fields to enter the **Google Analytics** username and password. This data is not stored in the portal and will need to be added each time a new report is required

Speed Vs Time Component shows the timing elements that make up each test as separate colours so that it is easier to see what is causing any fluctuations in the page download times



The Zoom button "⛶" allows a closer look particularly if the default scale is too big to see the detail of the DNS or Connect data that would normally be very short

DNS - Time taken to lookup the IP address of the server

Connect - Time taken to connect to the webservice (HTTP/HTTPS)

SSL Connect - Time taken to perform the SSL handshake and negotiate security connection

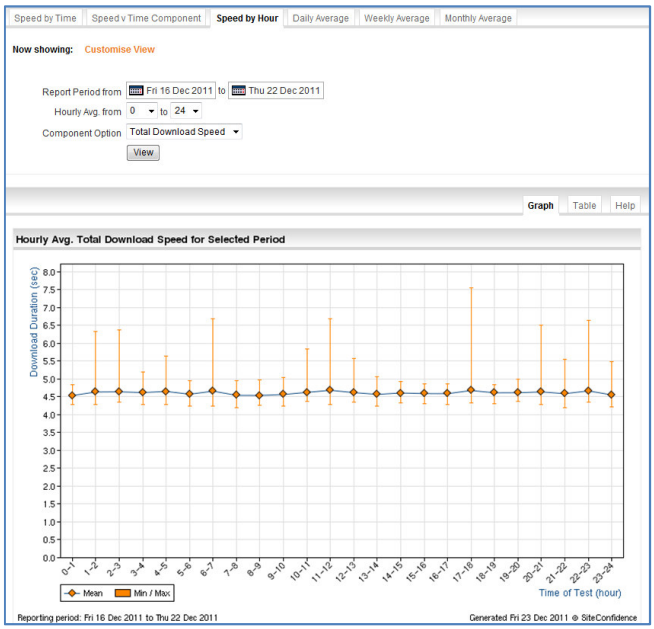
Request Sent - Amount of time taken to send the request header from our test agent

Data Start - Time to get the first byte of data after sending the request header

Content - Total time to attempt to get all of the objects that make up the page following the 1st byte

The remainder of the tabs in the Speed Analysis report show high level average data for Hourly, Weekly and Monthly periods

An Example from the average speed reports: **Speed by Hour**



The points on the graph marked by orange diamonds represent the average page download for that hour while the orange vertical lines show the maximum and minimum result recorded during that hour

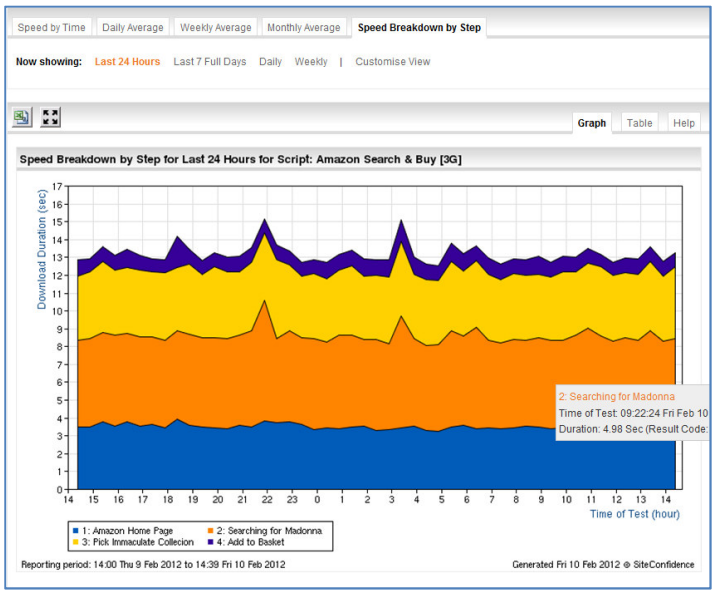
The range of results can be fine-tuned and the timing component can be selected to show either the **Total Download time**; **DNS**; **Connect**; **SSL Connect**; **Request Sent**; **Data Start** or **Content**

Selecting the Table tab shows a table containing all of the raw numbers used to construct the graph and can be exported to a CSV format file

Within the **Monthly Average** report it is worth noting that the time period can be extended to show data stretching back over a whole year

When looking at the **Speed Analysis** report for a **User Journey** the times plotted represent the total time to complete the whole user journey

The **Speed Breakdown per Step** tab shows that user journey time broken down into steps which makes it really easy to spot which step of the journey causes the biggest variation to the total journey time


Speed by Time
Daily Average
Weekly Average
Monthly Average
Speed Breakdown by Step
Now showing:
Last 24 Hours
Last 7 Full Days
Daily
Weekly
Customise View
Graph
Table
Help
Speed Breakdown by Step for Last 24 Hours for Script: Amazon Search & Buy [3G]
Download Duration (sec)
2: Searching for Madonna
Time of Test: 09:22:24 Fri Feb 10
Duration: 4.98 Sec (Result Code:
Time of Test (hour)
1: Amazon Home Page
2: Searching for Madonna
3: Pick Immaculate Collecion
4: Add to Basket
Reporting period: 14:00 Thu 9 Feb 2012 to 14:39 Fri 10 Feb 2012
Generated Fri 10 Feb 2012 @ SiteConfidence

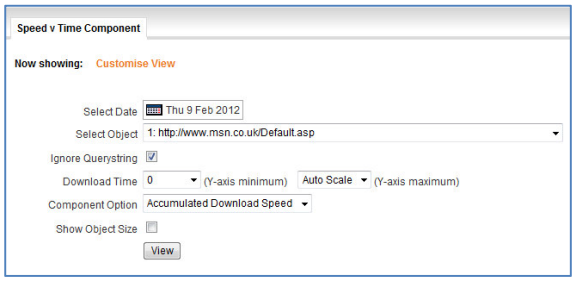
Each step of the User Journey is mapped with a colour showing the proportion of the total time

The now Showing bar gives options for more date selections and Customise View allows even more fine tuning of the values plotted

The example (left) shows that the Search step has two noticeable spikes whereas the rest of the steps remain fairly consistent

Object Speed Analysis

The object speed analysis report builds a list containing all of the objects that have made up the page over the period selected and then allows one of the objects to be selected to show a Speed Vs Time Component report



At this level on 24 hour windows can be selected by date

The Select Object dropdown will include any object that has been downloaded as part of this test during the selected date

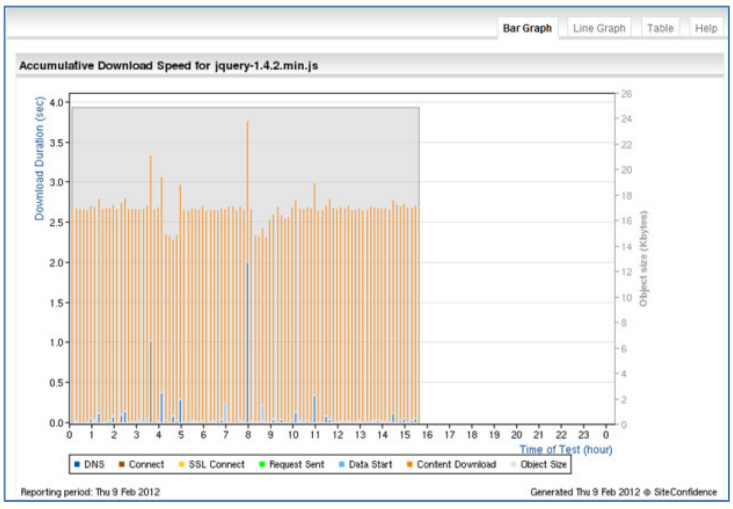
If the number of objects in the list amounts to more than 2MB of text in the browser then the portal will split the dropdowns to show domains/hostnames in one and objects from that domain/hostname in the 2nd one

Ignore Querystring - attempts to simplify URLs that have dynamic querystring data embedded in the object URL after the filename and show just the unique object calls.

NOTE: if the dynamic querystring is embedded within the file path or as part of the file name then this option will not be able to simplify the list

The scale of the graph can be selected and the Component Option selected to show either Accumulated Download Speed (which shows all of the timing components colour coded); DNS; Connect; SSL Connect; Request Sent; DataStart; Content Download or Total Download

Show object Size option will show the size of the object on the same graph as the speed data plotted during the date selected



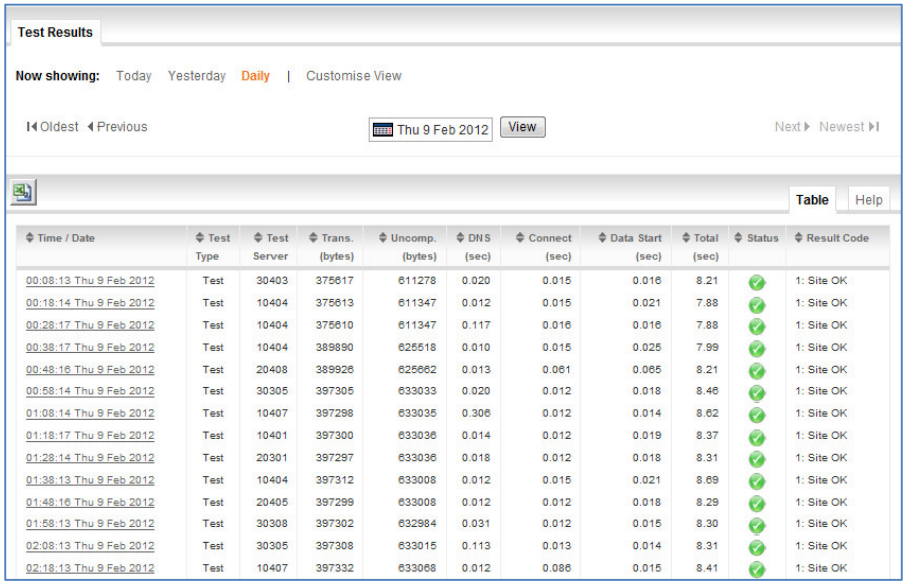
The example shows one object plotted for todays date with each vertical line representing a single download of that object

The colour coding shows the timing components and their influence on the performance of that object

The grey background shows the object size against the Scale marked on the right hand side of the graph

Test Results

The test results report shows all of the tests for the time period selected in a table which is sortable by clicking on the table column headers.



Time / Date	Test Type	Test Server	Trans. (bytes)	Uncomp. (bytes)	DNS (sec)	Connect (sec)	Data Start (sec)	Total (sec)	Status	Result Code
00:08:13 Thu 9 Feb 2012	Test	30403	375617	611278	0.020	0.015	0.016	8.21		1: Site OK
00:18:14 Thu 9 Feb 2012	Test	10404	375613	611347	0.012	0.015	0.021	7.88		1: Site OK
00:28:17 Thu 9 Feb 2012	Test	10404	375610	611347	0.117	0.016	0.016	7.88		1: Site OK
00:38:17 Thu 9 Feb 2012	Test	10404	389890	625518	0.010	0.015	0.025	7.99		1: Site OK
00:48:16 Thu 9 Feb 2012	Test	20408	389926	625662	0.013	0.061	0.065	8.21		1: Site OK
00:58:14 Thu 9 Feb 2012	Test	30305	397305	633033	0.020	0.012	0.018	8.46		1: Site OK
01:08:14 Thu 9 Feb 2012	Test	10407	397298	633035	0.306	0.012	0.014	8.62		1: Site OK
01:18:17 Thu 9 Feb 2012	Test	10401	397300	633036	0.014	0.012	0.019	8.37		1: Site OK
01:28:14 Thu 9 Feb 2012	Test	20301	397297	633036	0.018	0.012	0.018	8.31		1: Site OK
01:38:13 Thu 9 Feb 2012	Test	10404	397312	633008	0.012	0.015	0.021	8.69		1: Site OK
01:48:16 Thu 9 Feb 2012	Test	20405	397299	633008	0.012	0.012	0.018	8.29		1: Site OK
01:58:13 Thu 9 Feb 2012	Test	30308	397302	632984	0.031	0.012	0.015	8.30		1: Site OK
02:08:13 Thu 9 Feb 2012	Test	30305	397308	633015	0.113	0.013	0.014	8.31		1: Site OK
02:18:13 Thu 9 Feb 2012	Test	10407	397332	633068	0.012	0.086	0.015	8.41		1: Site OK

The data can be exported in CSV format by clicking on the Excel icon " "

Date ranges can be selected by clicking on the pre-sets above the table or by clicking on the Previous and Next links to move back and forwards in time. The calendar popup can be used to jump to a particular date

Time/Date - Time and date of the test

Test Type - Whether the test was a Scheduled test; a retest as triggered by a failed test or manual test initiated by the user via the Manual test button on the monitor homepage or via the status report

Test Server - The ID of our test agent that carried out the test. The 1st digit denotes the network carrier that was used

Trans (Bytes) - Total size of the page/step downloaded by the agent

Uncomp (Bytes) - Total size of the page/step after uncompressing any compressed objects

DNS - Time taken to lookup the IP address of the page/step

Connect - Time to make an HTTP/HTTPS connection to the webservice

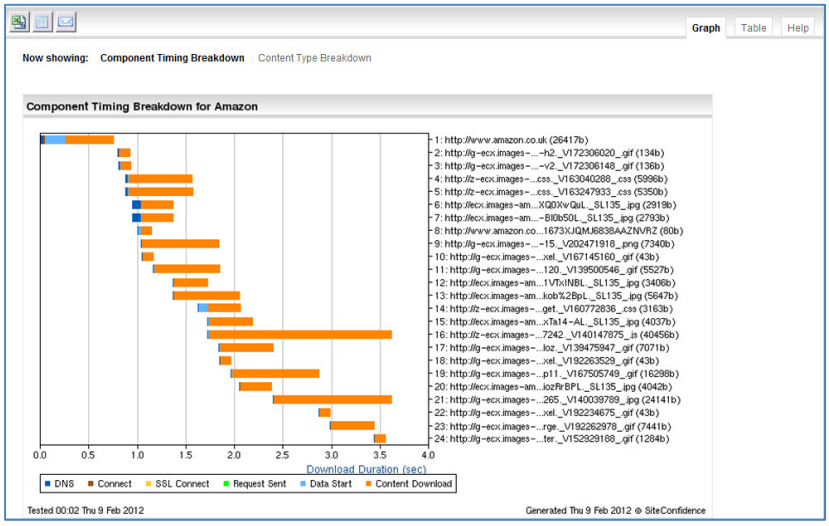
Data Start (secs) - Time taken to receive the 1st byte of data in the response after sending the request header

Total (secs) - Total time to complete the test. If the threshold was reached then this will show that time

Status - The status registered against that test

Result Code - The result code recorded for the test

By clicking on the link formed under the time/date entry a pop-up will show the details of that test result

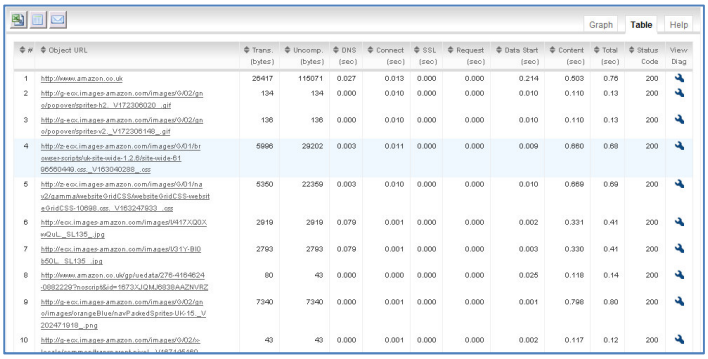


Mouse-over the individual bars shows details of that timing component

Mouse-over on the truncated URLs shows the full URL for the object

The "waterfall" graph shows how the objects downloaded against the timescale along the bottom. Each bar is colour coded to show the separate timing components and how that influenced the time taken to get that object. The list of objects on the right hand side shows truncated URLs with file sizes in brackets

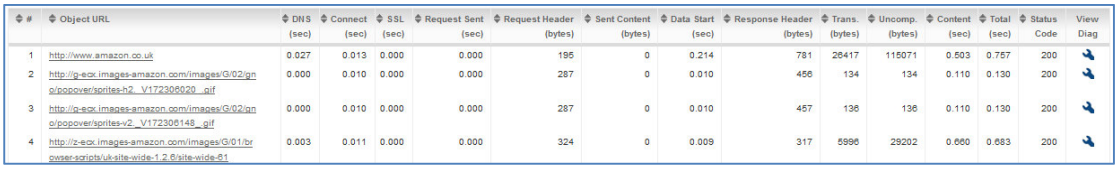
Selecting the table tab reveals the numbers used to build the graph



The columns of the table have been described earlier in this document

Sorting the table by clicking on the Trans column header is useful for showing the largest objects that make up the page and how long they take to download within this test

Clicking on the Email button "" allows the exported date from the table to be sent to yourself or colleague to be able to discuss the results further
Selecting the More detail button "" enables a pop-up containing some extra timings columns



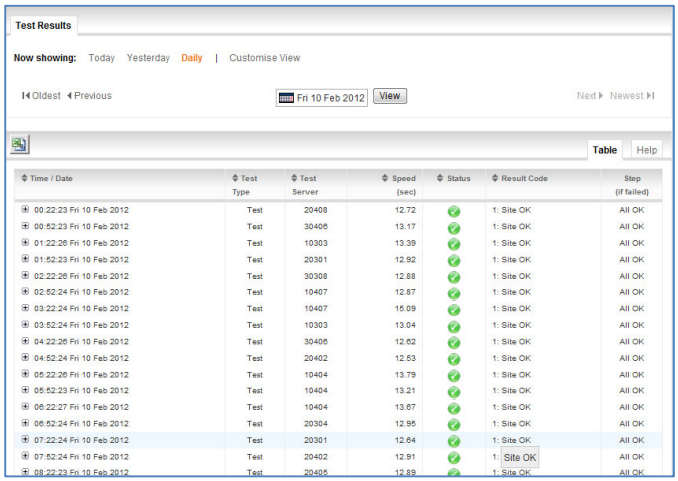
#	Object URL	DNS (sec)	Connect (sec)	SSL (sec)	Request Sent (sec)	Request Header (bytes)	Sent Content (bytes)	Data Start (sec)	Response Header (bytes)	Trans. (bytes)	Uncomp. (bytes)	Content (sec)	Total (sec)	Status Code	View Diag
1	http://www.amazon.co.uk	0.027	0.013	0.000	0.000	195	0	0.214	781	26417	115071	0.503	0.757	200	
2	http://g-ecx.images-amazon.com/images/G/02/gno/popover/sprites-h2_ V172306020 _.gif	0.000	0.010	0.000	0.000	287	0	0.010	456	134	134	0.110	0.130	200	
3	http://g-ecx.images-amazon.com/images/G/02/gno/popover/sprites-v2_ V172306148 _.gif	0.000	0.010	0.000	0.000	287	0	0.010	457	136	136	0.110	0.130	200	
4	http://z-ecx.images-amazon.com/images/G/01/browser-scripts/uk-site-wide-1.2.6/site-wide-61	0.003	0.011	0.000	0.000	324	0	0.009	317	5996	29202	0.660	0.683	200	

Request Sent (secs) - Time taken for our test agent to send the request header

Request Header (bytes) - Size of the request header the agent had to send to request the object. Including cookies or Viewstates etc.

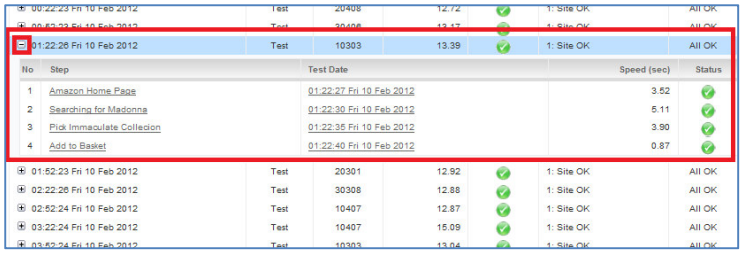
Sent Content (bytes) - Size of any POST data if applicable

Response Header (bytes) - Size of the response header received

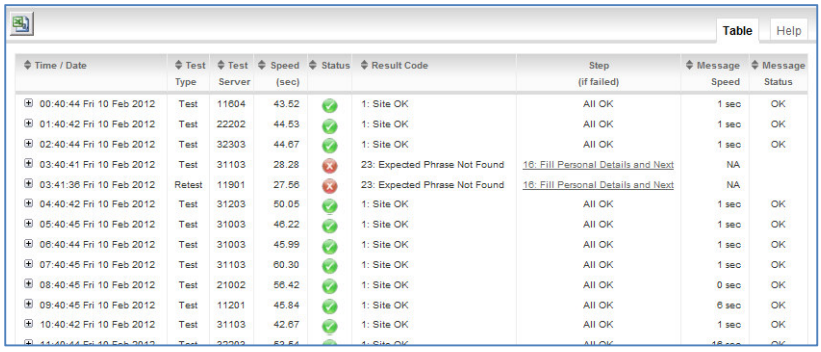


The **Test Results** report within the **User Journey** section differs slightly by showing the overall User Journey test times in the total row

Clicking on the small plus icon expands that run of the User Journey to show the individual step results


01:22:26 Fri 10 Feb 2012 Test 10303 13.39 1: Site OK All OK
No
Step
Test Date
Speed (sec)
Status
1 Amazon Home Page 01:22:27 Fri 10 Feb 2012 3.52
2 Searching for Madonna 01:22:30 Fri 10 Feb 2012 5.11
3 Pick Immaculate Collection 01:22:35 Fri 10 Feb 2012 3.90
4 Add to Basket 01:22:40 Fri 10 Feb 2012 0.87

Clicking on the link formed by the Step label provides the Test Results report for that step on that day whereas clicking on the link formed by the time/date produces a pop-up containing the page analysis view of that specific test of that step/page



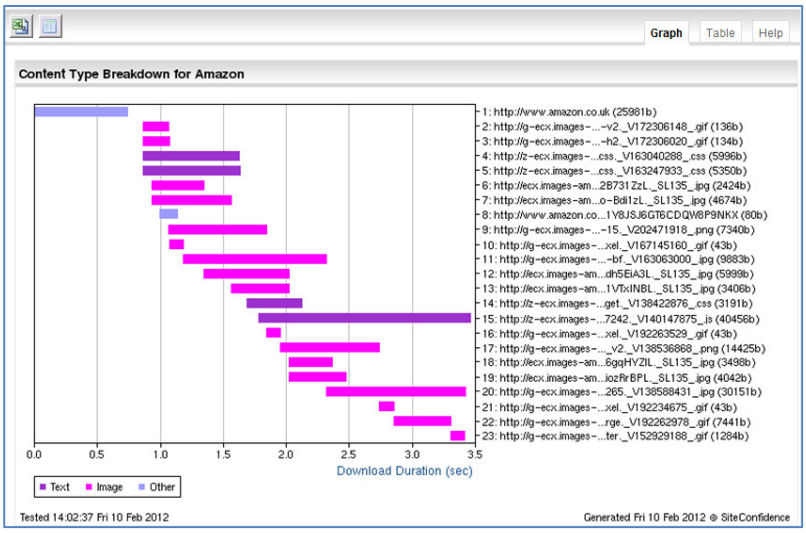
When a User Journey also has the **Message Monitor** Service enabled then the Test Results report shows two extra columns on the right hand side that show the time and status of the message monitor

Message Monitor enables any email generated during the User Journey to be captured by the test agent and timings recorded. A threshold can be configured against the Message Monitor timings to trigger alerts to late delivery of the email

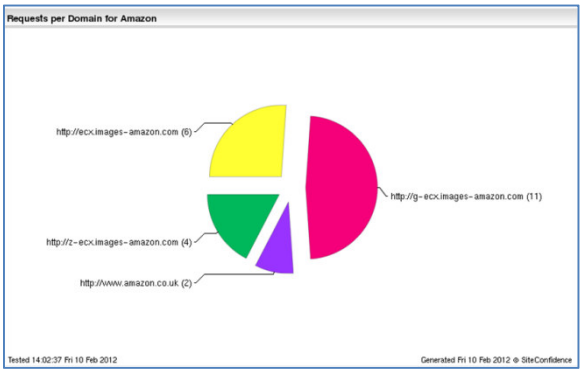
Page Analysis

The page analysis report is a quick-link to the latest test result which defaults to the "waterfall" graph and has the table tab to reveal the numbers supporting that graph.

The **Content Type Breakdown** tab reveals a colour coded version of the same waterfall graph showing the different content types included in the page download: Text, image and Other

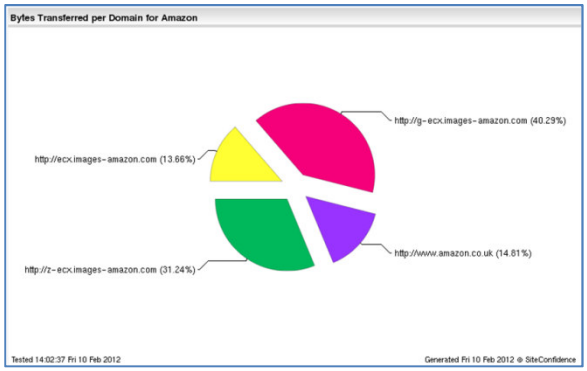


Selecting the **Domain Requests Breakdown** tab shows two reports regarding the various hosts/domains that serve the objects that make up the page test result



Requests per Domain:

The sections of the chart show the block of requests from a particular hostname/domain and the number in brackets is the number of requests served from that location

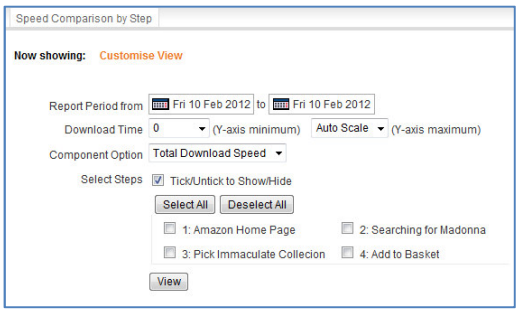


Bytes Transferred per Domain:

The sections of the chart represent the size of the requests from a particular hostname/domain. This graph makes it easy to see how many 3rd parties are responsible for the overall page download

Within the **User Journey** section of **Performance Reports** there are a couple of unique reporting sections

Speed Comparison

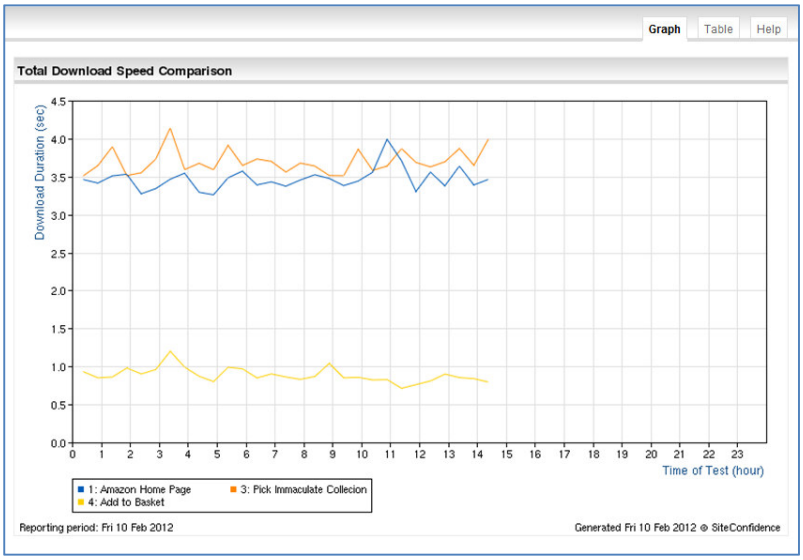

Speed Comparison by Step
Now showing: Customise View
Report Period from Fri 10 Feb 2012 to Fri 10 Feb 2012
Download Time 0 (Y-axis minimum) Auto Scale (Y-axis maximum)
Component Option Total Download Speed
Select Steps Tick/Untick to Show/Hide
Select All
Deselect All
1: Amazon Home Page
2: Searching for Madonna
3: Pick Immaculate Collecion
4: Add to Basket
View

The **Speed Comparison** report allows any number of the individual steps of the user journey to be included in the report to be able to compare the performance

Date range can be selected and Axis scale set

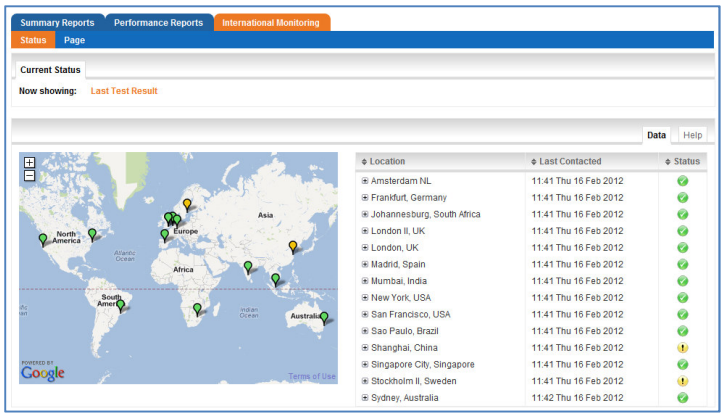
A dropdown allows the choice of timing metric to be plotted from Total Download Speed; DNS; Connect; SSL Connect; Request Sent; Data Start and Content Download

The resulting graph shows the individual steps drawn as different coloured lines with a key identifying each step underneath

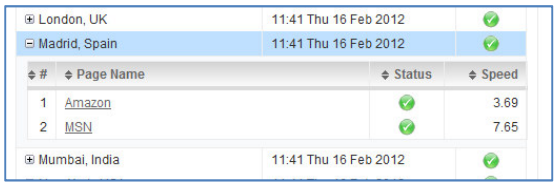


International monitoring:

There are 12 international locations that can be configured to provide extra monitoring of already configured Page or User Journey monitors

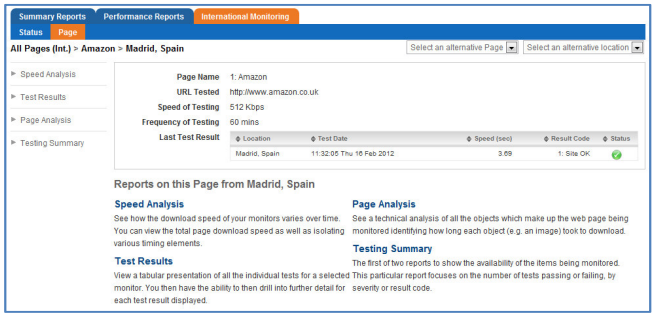

Summary Reports
Performance Reports
International Monitoring
Status
Page
Current Status
Now showing:
Last Test Result
Data
Help
Location
Last Contacted
Status
Amsterdam NL 11:41 Thu 16 Feb 2012
Frankfurt, Germany 11:41 Thu 16 Feb 2012
Johannesburg, South Africa 11:41 Thu 16 Feb 2012
London II, UK 11:41 Thu 16 Feb 2012
London, UK 11:41 Thu 16 Feb 2012
Madrid, Spain 11:41 Thu 16 Feb 2012
Mumbai, India 11:41 Thu 16 Feb 2012
New York, USA 11:41 Thu 16 Feb 2012
San Francisco, USA 11:41 Thu 16 Feb 2012
Sao Paulo, Brazil 11:41 Thu 16 Feb 2012
Shanghai, China 11:41 Thu 16 Feb 2012
Singapore City, Singapore 11:41 Thu 16 Feb 2012
Stockholm II, Sweden 11:41 Thu 16 Feb 2012
Sydney, Australia 11:42 Thu 16 Feb 2012
Asia
Europe
North America
Africa
South America
Australia
Google

The default landing page for the International Monitoring section shows the Status of the locations in a list with a Google map insert showing the locations with coloured flags to show severity status


London, UK 11:41 Thu 16 Feb 2012
Madrid, Spain 11:41 Thu 16 Feb 2012
Page Name Status Speed
1 Amazon 3.69
2 MSN 7.65
Mumbai, India 11:41 Thu 16 Feb 2012

Clicking on the plus sign next to a location reveals the current status of the individual monitors being tested from that location and the speed of the last test

Clicking on a monitor will open the homepage for that monitor at that particular location

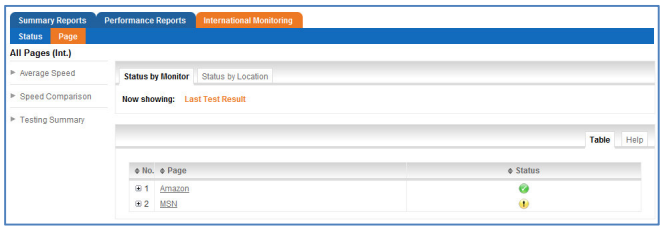

Summary Reports
Performance Reports
International Monitoring
Status
Page
All Pages (Int.) > Amazon > Madrid, Spain
Select an alternative Page
Select an alternative location
Speed Analysis
Test Results
Page Analysis
Testing Summary
Page Name 1: Amazon
URL Tested http://www.amazon.co.uk
Speed of Testing 512 Kbps
Frequency of Testing 60 mins
Last Test Result
Location
Test Date
Speed (sec)
Result Code
Status
Madrid, Spain 11:32:05 Thu 16 Feb 2012 3.69 1: Site OK
Reports on this Page from Madrid, Spain
Speed Analysis
See how the download speed of your monitors varies over time. You can view the total page download speed as well as isolating various timing elements.
Page Analysis
See a technical analysis of all the objects which make up the web page being monitored identifying how long each object (e.g. an image) took to download.
Test Results
View a tabular presentation of all the individual tests for a selected monitor. You then have the ability to then drill into further detail for each test result displayed.
Testing Summary
The first of two reports to show the availability of the items being monitored. This particular report focuses on the number of tests passing or failing, by severity or result code.

The homepage looks very similar to a normal monitor homepage except it displays the location and slightly fewer reporting options

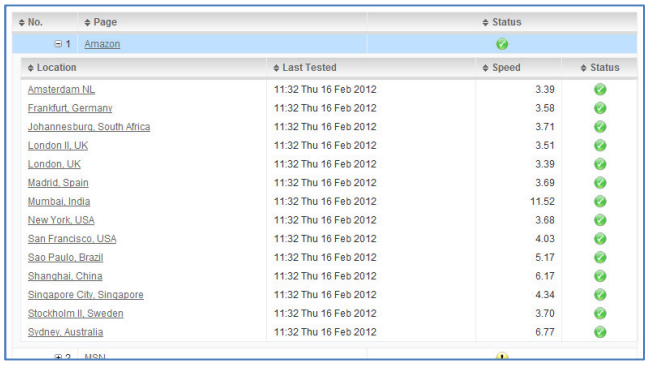
Default testing frequency for an international monitor is 30 minutes

All Pages view

The default page if the **Page** tab is selected will show the **Status By Monitor** report



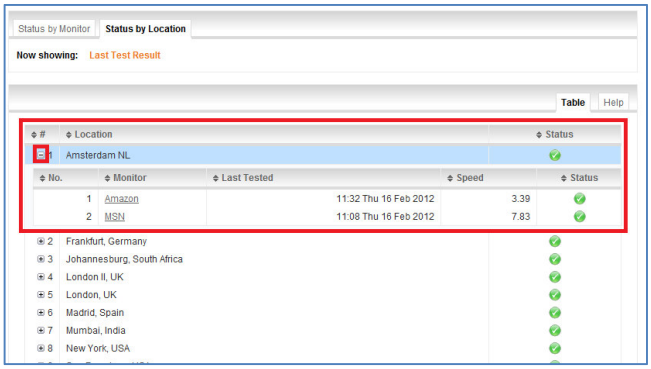
Each monitor is shown with a Severity blob to indicate if one or more of the locations being tested by that monitor is Green/OK or not


No.
Page
Status
1
Amazon
Location
Last Tested
Speed
Status
Amsterdam NL 11:32 Thu 16 Feb 2012 3.39
Frankfurt, Germany 11:32 Thu 16 Feb 2012 3.58
Johannesburg, South Africa 11:32 Thu 16 Feb 2012 3.71
London II, UK 11:32 Thu 16 Feb 2012 3.51
London, UK 11:32 Thu 16 Feb 2012 3.39
Madrid, Spain 11:32 Thu 16 Feb 2012 3.69
Mumbai, India 11:32 Thu 16 Feb 2012 11.52
New York, USA 11:32 Thu 16 Feb 2012 3.68
San Francisco, USA 11:32 Thu 16 Feb 2012 4.03
Sao Paulo, Brazil 11:32 Thu 16 Feb 2012 5.17
Shanghai, China 11:32 Thu 16 Feb 2012 6.17
Singapore City, Singapore 11:32 Thu 16 Feb 2012 4.34
Stockholm II, Sweden 11:32 Thu 16 Feb 2012 3.70
Sydney, Australia 11:32 Thu 16 Feb 2012 6.77

Clicking on the plus symbol will expand the view to show the locations enabled for that monitor

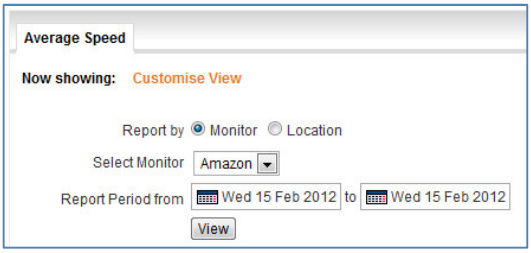
The time of the last test and the speed recorded for that test is displayed

The Status by location tab shows the locations with severity blobs indicating if one or more monitors testing at that location are Green/OK or not



The reports take a very similar format to the normal monitor reports except for a few International Monitoring differences listed below

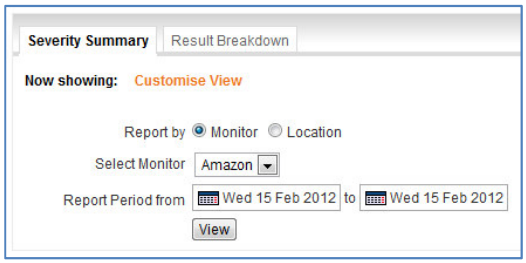
Average Speed


Average Speed
Now showing: Customise View
Report by Monitor Location
Select Monitor Amazon
Report Period from Wed 15 Feb 2012 to Wed 15 Feb 2012
View

The report can be built showing average speeds as rows of locations or monitors from a particular location

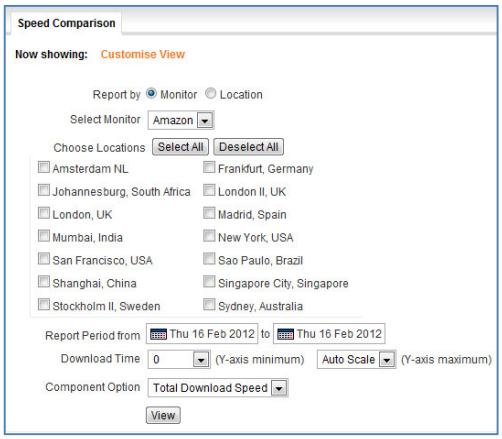
Selecting the monitor tick-box provides a dropdown to select which monitor is used to provide the data in the report

Testing Summary


Severity Summary
Result Breakdown
Now showing: Customise View
Report by Monitor Location
Select Monitor Amazon
Report Period from Wed 15 Feb 2012 to Wed 15 Feb 2012
View

Testing summary can be built to show either the list of locations as a separate graph or as a list monitors with a particular location

The table will show the grouped test result numbers in columns of severity



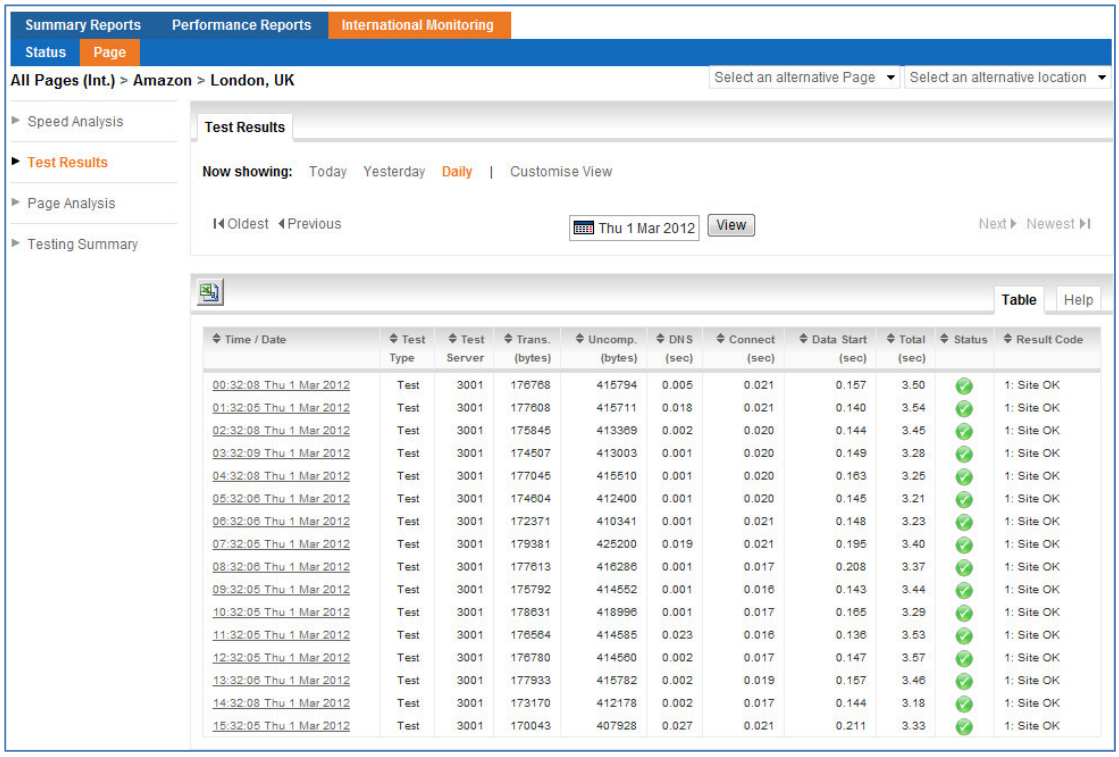
Speed Comparison allows the selection of locations to be displayed on a graph together

Ticking the Location option allows the selection of one location and a number of monitors at that location to be displayed

Just as in the Speed reports for normal monitors the timing components can be chosen as well as the scale and time period for the report

Test results

Within the Page section of International Monitoring and under a particular monitor there is a menu option to show all of the test results just as there is for any Page or Step level



Time / Date	Test Type	Test Server	Trans. (bytes)	Uncomp. (bytes)	DNS (sec)	Connect (sec)	Data Start (sec)	Total (sec)	Status	Result Code
00:32:08 Thu 1 Mar 2012	Test	3001	176768	415794	0.005	0.021	0.157	3.50		1: Site OK
01:32:05 Thu 1 Mar 2012	Test	3001	177608	415711	0.018	0.021	0.140	3.54		1: Site OK
02:32:08 Thu 1 Mar 2012	Test	3001	175845	413369	0.002	0.020	0.144	3.45		1: Site OK
03:32:09 Thu 1 Mar 2012	Test	3001	174507	413003	0.001	0.020	0.149	3.28		1: Site OK
04:32:08 Thu 1 Mar 2012	Test	3001	177045	415510	0.001	0.020	0.163	3.25		1: Site OK
05:32:06 Thu 1 Mar 2012	Test	3001	174604	412400	0.001	0.020	0.145	3.21		1: Site OK
06:32:06 Thu 1 Mar 2012	Test	3001	172371	410341	0.001	0.021	0.148	3.23		1: Site OK
07:32:05 Thu 1 Mar 2012	Test	3001	179381	425200	0.019	0.021	0.195	3.40		1: Site OK
08:32:06 Thu 1 Mar 2012	Test	3001	177613	416286	0.001	0.017	0.208	3.37		1: Site OK
09:32:05 Thu 1 Mar 2012	Test	3001	175792	414552	0.001	0.016	0.143	3.44		1: Site OK
10:32:05 Thu 1 Mar 2012	Test	3001	178631	418996	0.001	0.017	0.165	3.29		1: Site OK
11:32:05 Thu 1 Mar 2012	Test	3001	176564	414585	0.023	0.016	0.136	3.53		1: Site OK
12:32:05 Thu 1 Mar 2012	Test	3001	176780	414560	0.002	0.017	0.147	3.57		1: Site OK
13:32:06 Thu 1 Mar 2012	Test	3001	177933	415782	0.002	0.019	0.157	3.46		1: Site OK
14:32:08 Thu 1 Mar 2012	Test	3001	173170	412178	0.002	0.017	0.144	3.18		1: Site OK
15:32:05 Thu 1 Mar 2012	Test	3001	170043	407928	0.027	0.021	0.211	3.33		1: Site OK

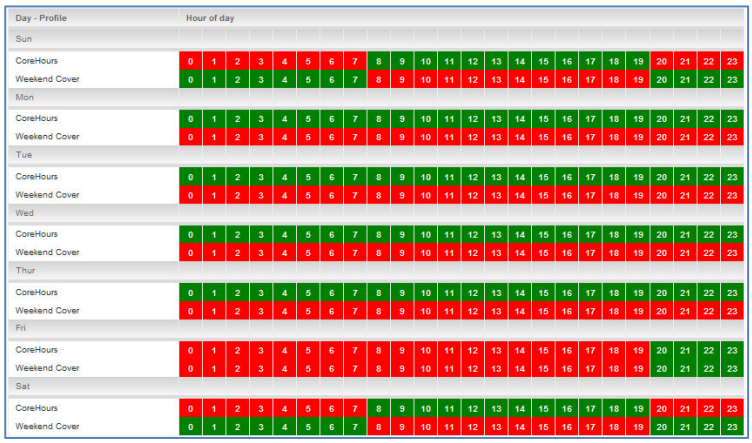
Settings:

General Settings

Alerts:

Profile Overview

The Profile Overview graph shows the alert profiles and when they are active which makes it very easy to spot if there is incomplete alerting coverage



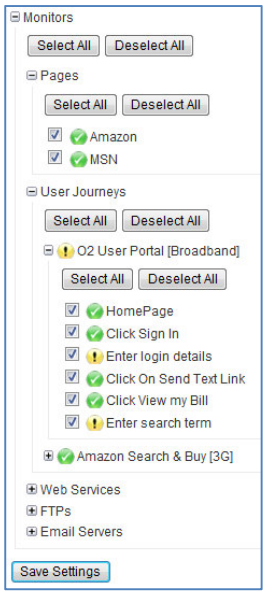
The example shows the two alert profiles that are configured on each day and displays each hour as coloured blocks.

Red denotes an hour period where the alerting profile is configured to be disabled for that whole hour

Green blocks show where the alerting profile is configured to be active for any part or all of that hour

Manage Alerts

Within the Manage Alerts section it is possible to enable or disable alerting on any or all page monitors or steps within a User Journeys



Clicking on the Plus signs expands the section or User Journey to reveal pages and steps

The current status "blob" shows next to each monitor or step to show the result of the last test performed on that monitor or step

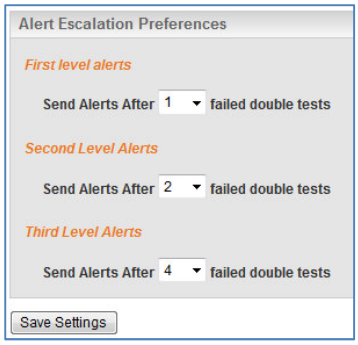
A tick next to a Page monitor or step shows that page or step has alerting enabled

Any changes to the settings here will be applied instantly after clicking on the Save Settings button

NOTE: alerts will only actually be generated if there is an alert profile covering that page or step

Escalation

Escalation levels dictate how soon after the creation of the **Error Reference** the users are alerted. Each alert profile contains 3 levels of escalation which can be populated with contacts from the **Contact List**


Alert Escalation Preferences
First level alerts
Send Alerts After 1 failed double tests
Second Level Alerts
Send Alerts After 2 failed double tests
Third Level Alerts
Send Alerts After 4 failed double tests
Save Settings

Each number in the dropdown represents the amount of failed schedule tests and associated retests that must fail before all of the contacts in that escalation level will be alerted

Every Scheduled test that fails automatically triggers an immediate retest and the two failed tests make up the **failed double test**

The usual setup is to have the front line support contacts in the 1st level and that they be alerted as soon as the retest fails

Other interested parties and management might then be configured to receive alerts only if the error has been opened for a particular length of time.

For example if the test frequency of a monitor is configured at 5 minutes then setting the number of failed double tests to 4 results in that level getting alerted if the error is open for at least 15 minutes

The settings are applied to **ALL** alert profiles immediately after clicking the **Save Settings** button

Contact List

Any user that should receive alerts should be included in the Contact List and the format of that alert can be configured

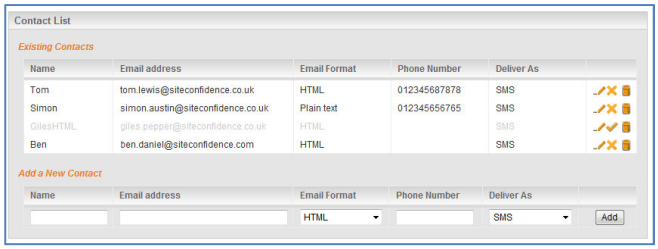
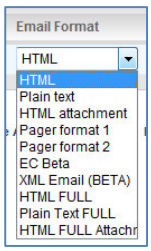


Table shows the currently configured users and what format alert they are capable of selecting to receive in any alert profile

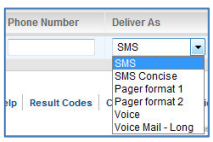
- - Enables the edit screen for that user
- - Disables that user so that they cannot be selected with any alert profile. Toggles to show a tick icon "✔" to re-enable the contact
- - Deletes that contact from the list

The form at the bottom of the contact list allows a new contact to be added. A name and valid email address and/or phone number should be added before clicking the Add button to save the new contact



The format of the alert email can be selected from the 1st dropdown

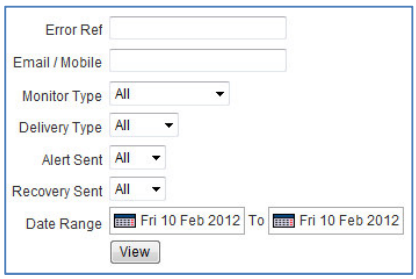
Whereas the 2nd dropdown selects which format of live alert the contact wishes to receive via a phone number



NOTE: All phone numbers (including UK) should start with international codes and not include either "+" or "00" or "()" For example +44 (0)1234 5678 would be entered as 4412345678

Alerts Sent

The alerts sent report enables a view of any of the alerts of each format that were delivered over a predefined time period



Error Ref – will search for all alerts sent that relate to a particular Error Reference

Email/Mobile – enables a search for all alerts sent with a particular email address or phone number

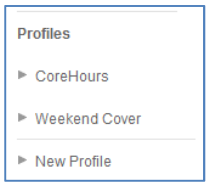
Monitor Type – Allows selection of all or individual types of monitors including Email Server; Email Tracker; FTP; Page; User Journey and Web Service

Delivery Type – Limits results to only include a particular type of delivery mechanism. For example SMS or Email or Voice

Alert Sent and Recovery Sent – Allows a search of both if both dropdowns are set to All or just one type of message

Date range allows specific dates to be searched as far back as 3 years

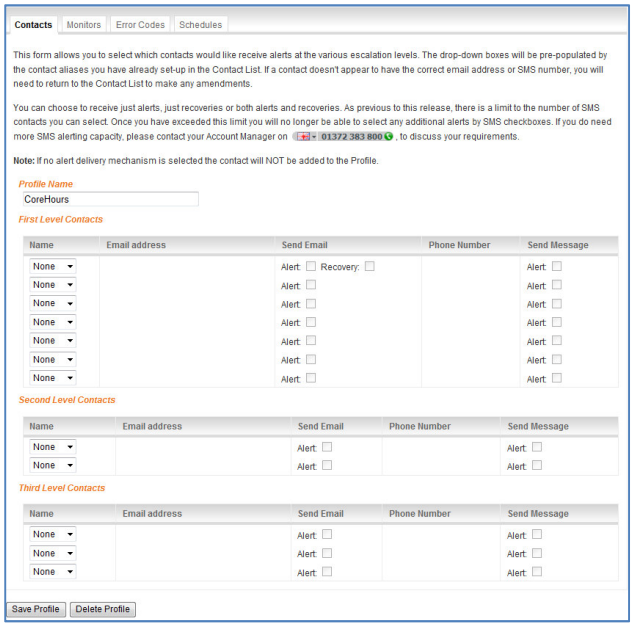
Profiles



Each profile will be listed and by clicking on one of those links provides access to the detailed configuration

Clicking on the **New Profile** link opens a new blank alert profile

Example profile shown below



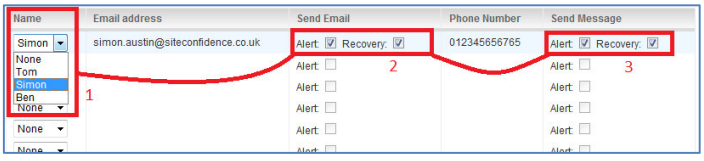
Each tab shows various details concerning the criteria to trigger this profile to send alerts and who to send them to

The **Profile Name** can be customised and any changes to the profile are applied immediately once the **Save Profile** button is clicked

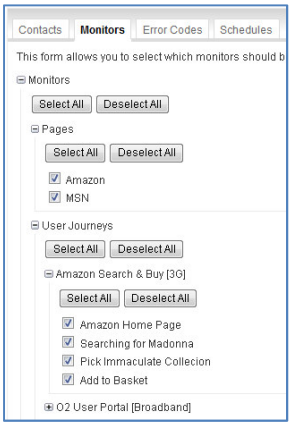
The **Delete Profile** button will delete the whole profile from this monitoring account

The default view shows the **Contacts** tab and the users that are selected in each escalation level and what alert type is configured

Any contact that already exists in the Contact List can be selected within any one or more escalation levels



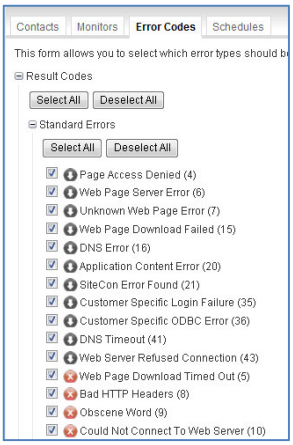
Delivery type can be selected by ticking the correct option for the Alert and/or Recovery message. A contact can be configured to receive both types of alert message



The Monitors tab reveals the individual monitors and steps within User Journeys so that the Profile can be triggered by the appropriate monitor for the contacts selected in the Contacts tab

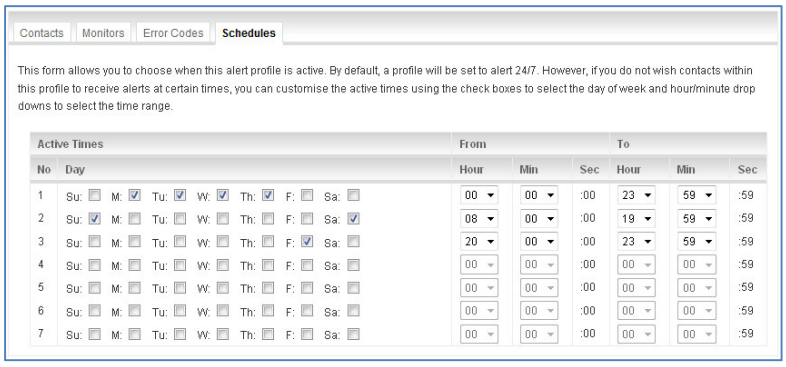
For example if one team are responsible for delivering the homepage and a different team are responsible for the add to basket step on the application server it is possible to alert the correct team if that step fails

Once the appropriate pages/steps are selected the Save Settings button should be clicked to apply any changes



The Error Codes tab allows the appropriate Error codes to be selected that should trigger this alert profile

For example if one alert profile had the Infrastructure related error (e.g. DNS failure) codes selected the contacts to be alerted might be just the infrastructure team. A separate alert profile could then be configured to send only the content related alerts (e.g. Page Size) to the team specifically concerned with maintaining the content

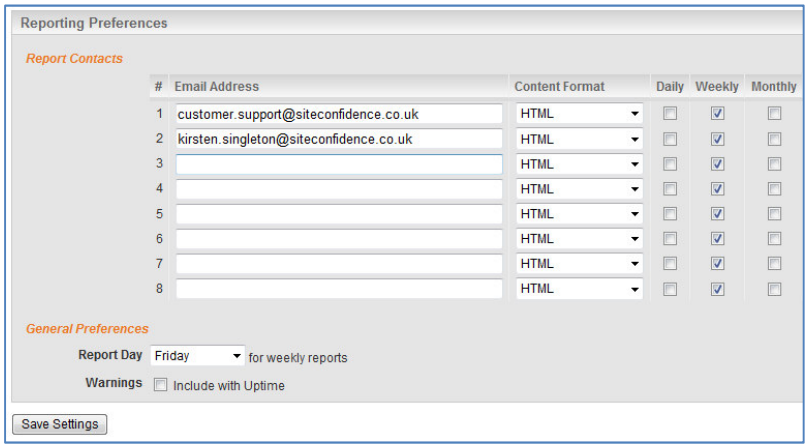

Contacts
Monitors
Error Codes
Schedules
This form allows you to choose when this alert profile is active. By default, a profile will be set to alert 24/7. However, if you do not wish contacts within this profile to receive alerts at certain times, you can customise the active times using the check boxes to select the day of week and hour/minute drop downs to select the time range.
Active Times
From
To
No
Day
Hour
Min
Sec
Hour
Min
Sec

The Schedules tab allows set time periods to be chosen for when this alert profile will be active

For example: separate profiles can be configured to alert different people during office hours or anti-social hours independently

Email Report

There are 3 versions of the standard Email Report that can be automatically sent out from the portal showing availability and numbers of tests that have passed or failed in Severity category columns within the tables for each monitor



The email addresses of the contacts that need to receive the reports should be added to the list

The different time period versions of the report can be selected for each contact email

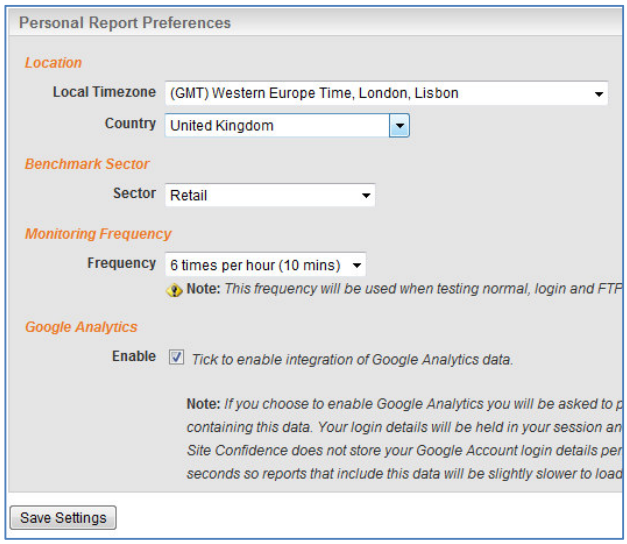
The format of that the report should be sent can be chosen from the dropdown including Plain Text; HTML or Email Attachment

Report Day – Allows selection of day of the week to generate weekly report

Ticking the "Warnings – include with uptime" takes any downtime caused by a Warning error and adds that to the uptime column in the report. The Warnings column is effectively hidden.

Account Preferences

Although labelled as Personal Report Preferences some settings on this page will affect the whole monitoring account


Personal Report Preferences
Location
Local Timezone (GMT) Western Europe Time, London, Lisbon
Country United Kingdom
Benchmark Sector
Sector Retail
Monitoring Frequency
Frequency 6 times per hour (10 mins)
Note: This frequency will be used when testing normal, login and FTP
Google Analytics
Enable Tick to enable integration of Google Analytics data.
Note: If you choose to enable Google Analytics you will be asked to p
containing this data. Your login details will be held in your session an
Site Confidence does not store your Google Account login details per
seconds so reports that include this data will be slightly slower to load
Save Settings

Location – Defines the local time which dictates how the data is drawn in all time based reports. Data is actually recorded and stored in the test agent database in GMT and then translated by the portal during display

Sector – Sets the industrial sector of organisation. This shows in the Average Speed reports as an average speed for that sector. We take the average of all SiteConfidence customer page tests that are included in that sector

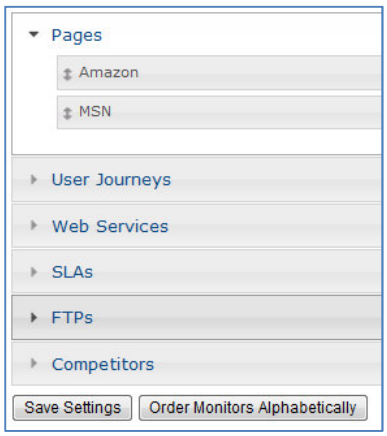
Frequency – Configures the default testing frequency of the Page test monitors and is also applied to Login and FTP monitors

Google Analytics – Ticking this box will enable the ability to overlay Google Analytics in the **Page Analysis Report** and present the user in the **Customise View** page with the two fields for username and password

Any changes on this page will become active immediately after clicking on the **Save Settings** button

Monitor Display Order

Enables the movement of the monitors within each section to change the way those monitors show in the reports and settings



Clicking on a monitor type header expands the view to reveal the monitors in that section

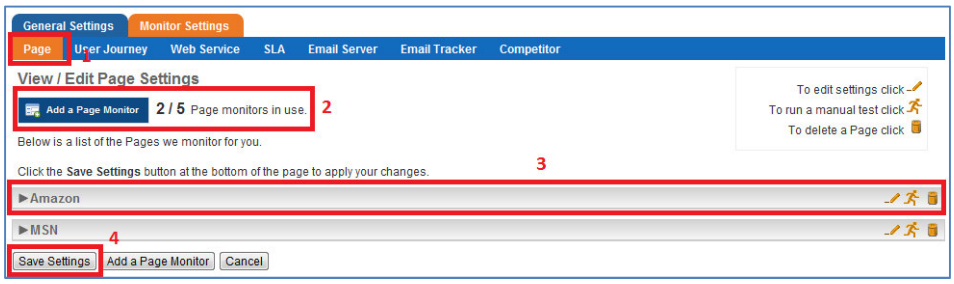
The monitors can be selected and dragged to a different position in the list

Ordering the monitors alphabetically can be achieved across the whole account by clicking the button

The new order is saved and applied immediately by clicking on the Save Settings button

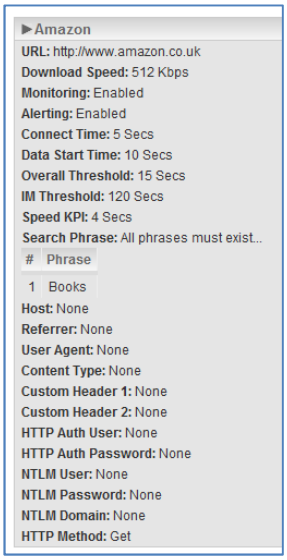
Monitor Settings:

Page



Within the Monitor Settings section there are tabs showing each type of monitor in the account

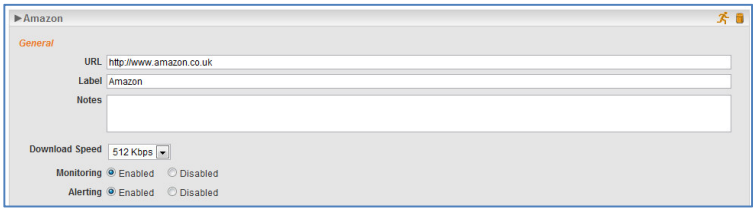
1) Page – Selecting the correct heading tab for the monitor to be configured
2) Add a monitor button opens a new monitor settings page in the section. The ratio shows the number of contracted test "slots" or page/steps and how many of those are currently being utilised in the account currently
3) Each Page test is listed and clicking on that monitor label or header expands the view to show the basic settings view for that monitor. The icons to the right of the monitor row allows for access to:
   - Advanced monitor settings edit screen
   - Delete the monitor from the account
   - Run a manual test for that monitor
4) Save Settings button to immediately apply any changes made to any of the monitor settings in this section



The basic settings view for the page is displayed after clicking on that page/step header in the list of page monitors or steps in a user journey

Clicking on the Edit icon opens the Advanced settings edit page shown in sections below

General settings include the **URL** to be tested which can be a hostname, IP or GET with parameters and the **label** for the monitor that will display in the reports and on any XML data feed

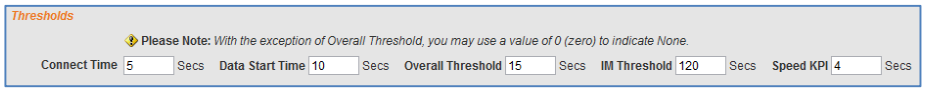


Notes can be added to the monitor page/step

Download Speed is the fixed bandwidth for the connection the agent will use to test the page/step

Whether the monitor is enabled or disabled and alerting is enabled or disabled can be set here (not applicable to Step level settings within a user journey)

Thresholds define the success criteria for the page monitor/step


Thresholds
Please Note: With the exception of Overall Threshold, you may use a value of 0 (zero) to indicate None.
Connect Time 5 Secs
Data Start Time 10 Secs
Overall Threshold 15 Secs
IM Threshold 120 Secs
Speed KPI 4 Secs

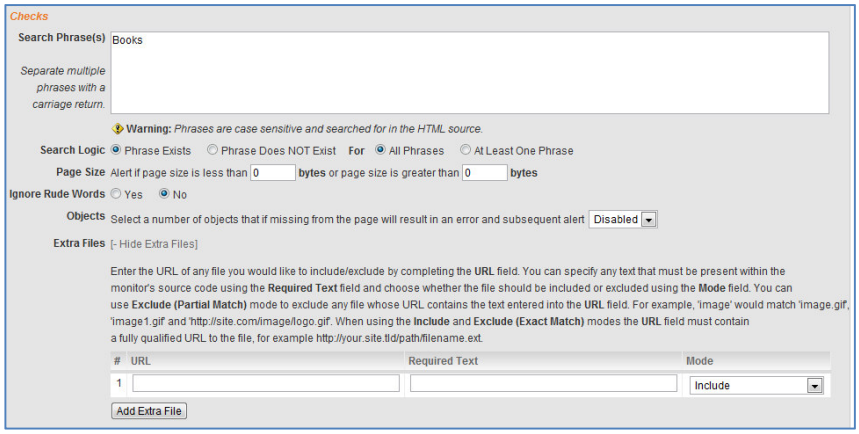
Connect Time - If the agent takes longer than the configured threshold to make an HTTP/HTTPS connection to the webserver then an error will be recorded

Data Start Time - An error will be recorded if the site takes longer than the time configured to return the 1st byte of data in the response for the 1st object in the page/step

Overall Threshold - Time allowed for the whole test to complete.

IM Threshold - Time allowed for the whole test to complete on the International Monitoring Nodes

Speed KPI - Not used to trigger Errors. Results Appear in the Status report within the Summary Reporting section


Checks
Search Phrase(s)
Books
Separate multiple phrases with a carriage return.
Warning: Phrases are case sensitive and searched for in the HTML source.
Search Logic Phrase Exists Phrase Does NOT Exist For All Phrases At Least One Phrase
Page Size Alert if page size is less than 0 bytes or page size is greater than 0 bytes
Ignore Rude Words Yes No
Objects Select a number of objects that if missing from the page will result in an error and subsequent alert Disabled
Extra Files [- Hide Extra Files]
Enter the URL of any file you would like to include/exclude by completing the URL field. You can specify any text that must be present within the monitor's source code using the Required Text field and choose whether the file should be included or excluded using the Mode field. You can use Exclude (Partial Match) mode to exclude any file whose URL contains the text entered into the URL field. For example, 'image' would match 'image.gif', 'image1.gif' and 'http://site.com/image/logo.gif'. When using the Include and Exclude (Exact Match) modes the URL field must contain a fully qualified URL to the file, for example http://your.site.tld/path/filename.ext.
URL Required Text Mode
1 Include
Add Extra File

Search Phrase - Enter any text strings that are useful to identify the correct response to the page/step request. New lines are for individual strings. The parser will scan the source files of the page to find the strings entered

Search Logic - The presence or absence of the strings can be selected and whether the complete list or just one of the strings should indicate success or failure

Page Size - Two fields define the minimum and maximum page size thresholds

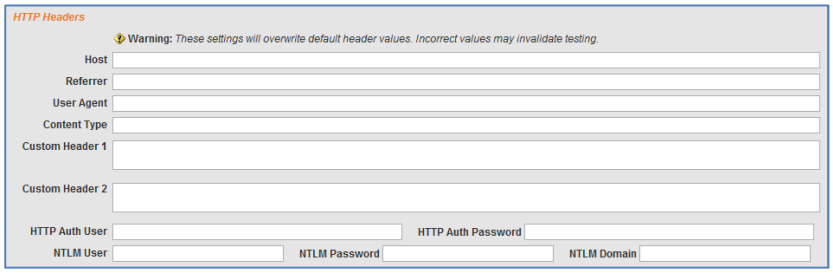
Ignore Rude Words - If the Rude Word check is set to Yes then the source code for the page will be compare against a set list of known abusive words

Objects - A number of missing objects (404 responses only) can be chosen to trigger a Critical error rather than the normal Warning error that wouldn't generate an alert message to be sent

Extra Files - Particular object URLs can be entered and then excluded or included from the test so that the agent will be forced to make or not make the GET for them. If the Mode is set to **Include** or **Exclude** then some text that appears in the HTML relating to the object should be added to the **Required Text** field. If the mode is set to **Partial Match** then the agent will not make any call that includes the URL or partial URL entered and in that case the required text is not needed

Clicking on the Add Extra Files button makes an extra row to add another object include or exclude

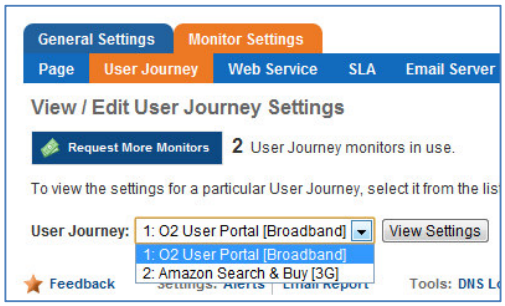
The headers section enables custom headers to be used to correctly replicate what is sent from a real browser or force the test agent to use a particular HTTP header



The **User Agent** string field is particularly useful for ensuring the agent gets the version of the website that should be tested and can also be used to make the webserver provide the mobile version of the page

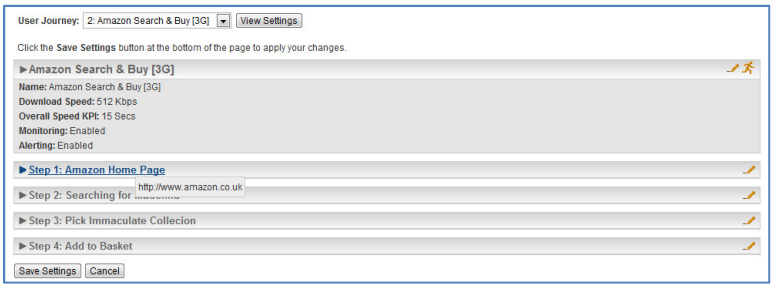
HTTP Auth and **NTLM** user names and passwords can be useful to enable monitoring of protected servers

User Journey

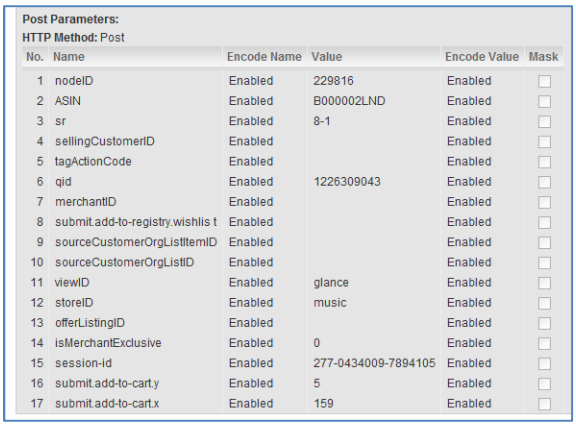


Selection of a User Journey to view/edit settings is achieved via the dropdown and clicking View Settings button

Within a User Journey settings view there is a Settings section for the overall journey settings including a KPI for the whole user journey completion time and whether the journey testing is enabled or alerting is enabled. Below the main user journey tab are the steps headers.


User Journey: 2: Amazon Search & Buy [3G]
View Settings
Click the Save Settings button at the bottom of the page to apply your changes.
Amazon Search & Buy [3G]
Name: Amazon Search & Buy [3G]
Download Speed: 512 Kbps
Overall Speed KPI: 15 Secs
Monitoring: Enabled
Alerting: Enabled
Step 1: Amazon Home Page
http://www.amazon.co.uk
Step 3: Pick Immaculate Collecion
Step 4: Add to Basket
Save Settings
Cancel

Each step header expands to show the basic settings for that step and has an edit icon to gain access to the advanced settings edit page for that step


Post Parameters:
HTTP Method: Post
No. Name Encode Name Value Encode Value Mask
1 nodeID Enabled 229816 Enabled
2 ASIN Enabled B000002LND Enabled
3 sr Enabled 8-1 Enabled
4 sellingCustomerID Enabled Enabled
5 tagActionCode Enabled Enabled
6 qid Enabled 1226309043 Enabled
7 merchantID Enabled Enabled
8 submit.add-to-registry.wishlis t Enabled Enabled
9 sourceCustomerOrgListItemID Enabled Enabled
10 sourceCustomerOrgListID Enabled Enabled
11 viewID Enabled glance Enabled
12 storeID Enabled music Enabled
13 offerListingID Enabled Enabled
14 isMerchantExclusive Enabled 0 Enabled
15 session-id Enabled 277-0434009-7894105 Enabled
16 submit.add-to-cart.y Enabled 5 Enabled
17 submit.add-to-cart.x Enabled 159 Enabled

Steps in the user journey may have POST parameters that are required to make the request. These will be displayed in the basic settings page and can be edited.

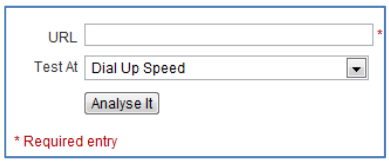
If the Value shows as DYNAMIC then the script maintains that value automatically and dynamically and maybe depending on the response from the step before.

Editing a POST parameter may break the user journey if subsequent steps depend on a particular flow or outcome that depends on it

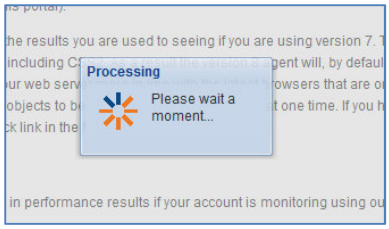
Tools:

Page Analyser

A manual test can triggered by entering a request URL including the protocol required (IE HTTP or HTTPS)

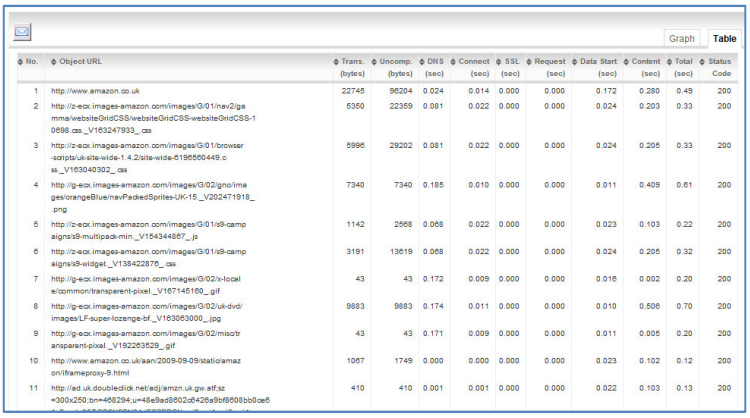


The dropdown enables selection of the bandwidth at which the test will be performed

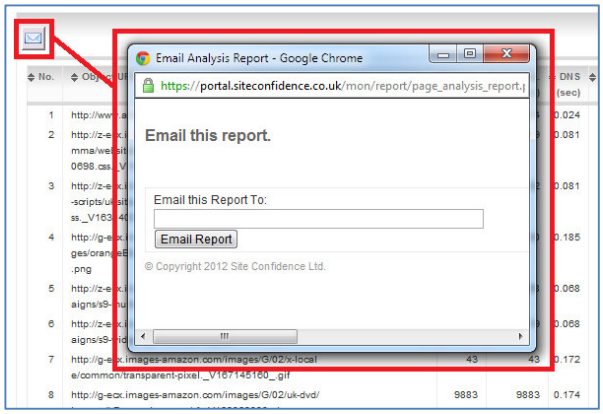


The test may take some time to complete depending on the bandwidth selected and the size of the page being tested

The waterfall graph shows the objects and their order in the downloaded page with colour coded bars representing the timing elements



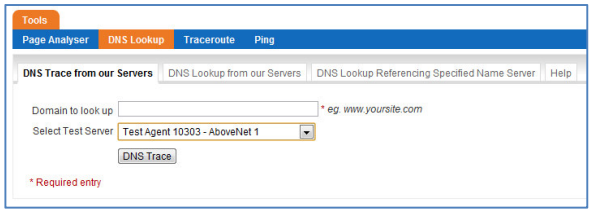
The table tab reveals the data used to build the waterfall graph view



The email button allows the test result to emailed to yourself or a colleague/3rd party for further analysis or storage

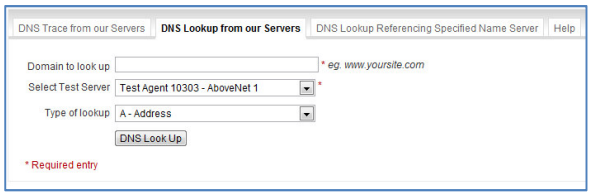
DNS Lookup

Several DNS tools are available to help diagnose issues with DNS services

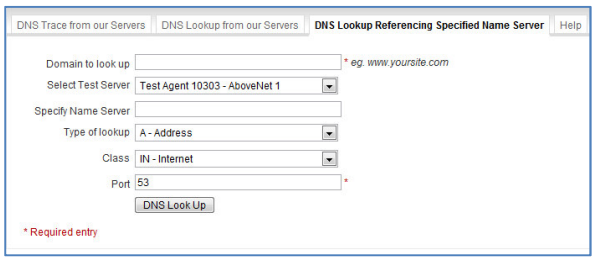


DNS trace allows a full ROOT server trace of a host name from one of the test agents

The dropdown allows selection of a test agent on one of the 3 carriers used by the SiteConfidence monitors

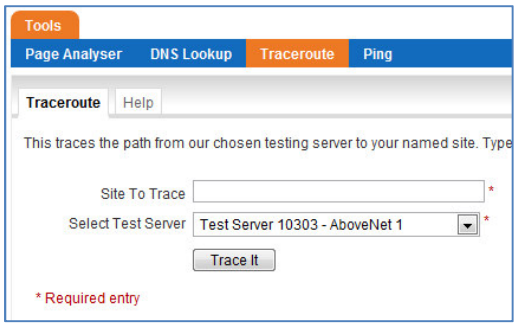


DNS lookup allows DNS lookup using the DNS client instance on one of the test agents



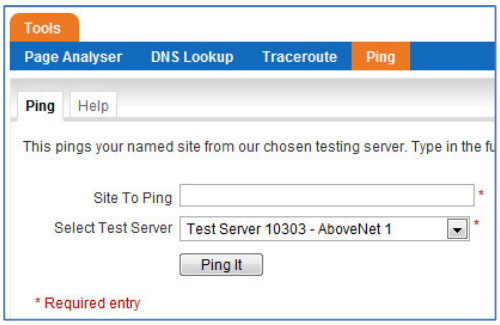
A specific DNS server can be specified for a test agent to use for performing the DNS lookup. Several advanced lookup parameters can be chosen from the dropdowns included

Traceroute



A **Traceroute** can be run from one of the test agents against a URL (Host or IP)

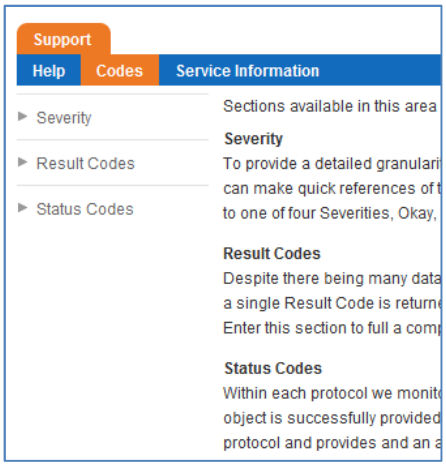
Ping



A **Ping** can be performed from one of the test agents against a URL

Support:

Codes



Severity – Description of the severity colour coding used throughout the portal

Result Codes – Full list of test Result Codes which describe why a test passed or failed the test and suggest possible causes

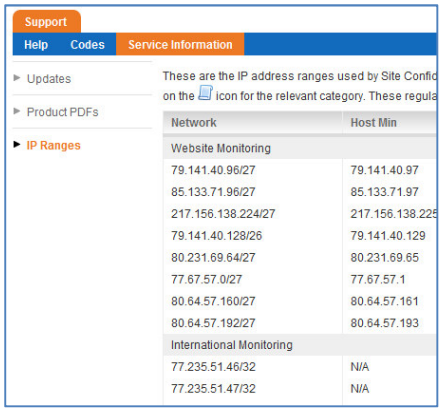
Status Codes – Object level coding descriptions which include the standard HTTP codes as well as the custom coding used to identify problems when requesting individual objects within the page or step

Service Information

Updates contains any recent upgrade to the portal and new features recently added

Product PDFs give high level information about the products and services offered by SiteConfidence

IP Ranges



The full and up to date range of static public IP addresses that the test agent uses can be found here

The Scroll icon reveals the REGEX version of the IP addresses that can be used to exclude the whole test infrastructure from analytics reporting

As well as the testing IP ranges there are also the SiteConfidence office IP addresses that the technical team might use to build and test the scripts during initial build or adjustment